

STATEMENT OF WORK

COMMUNICATIONS SUPPORT SERVICES

FOR

PETERSON AIR FORCE BASE COLORADO

9 AUG 2002

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STATEMENT OF WORK FOR COMMUNICATIONS SUPPORT SERVICES

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SECTION 1

1.0 DESCRIPTION OF SERVICES

1.1 SCOPE OF WORK

The service provider shall provide all personnel, supervision, equipment, transportation, tools, and materials not otherwise identified as government furnished equipment (GFE)/property (GFP), and other non-personal services necessary to perform services defined in this statement of work (SOW), for 21 Communications Squadron (CS), Peterson Air Force Base (PAFB), CO. Services shall include the following: operation and maintenance of Military Strategic/Tactical Relay (MILSTAR)/Air Force Satellite Communications (AFSAT); maintenance and management of Land Mobile Radio (LMR)/Ground Based Radio (GBR); operation, maintenance and management of Personal Wireless Communications Services (PWCS)/Frequency Management (FM) (excluding Personal Digital Assistants); operation and management of Switchboard/Telephone Operations; operation, management, and maintenance of Records Management (RM) and Publications Management functions {excluding Freedom of Information Act (FOIA) and Privacy Act information functions}; operation and management of Selective Information Management, Base Information Transfer System (BITS); operation, maintenance and management of Base Visual Information Support Center (BVISC)/Public Address; operation of Base Communications Center (BCC) and related support functions associated with the above services. Tenants and other support agreement receivers are entitled to a basic level of service, described herein, and shall receive 21 CS support in accordance with (IAW) the 21st Space Wing (SW) Support Service Catalog. Any modifications to the basic level of service, as defined in the Support Service Catalog, shall require a new support agreement. The service provider shall also interface with other service providers or government agencies in support of issues dealing with the evolution of Peterson Complex communications systems. MILSTAR/AFSAT Operations are deemed "ESSENTIAL" and shall be manned 24 hours a day, 7 days a week, to include federal holidays.

1.2 PROGRAM MANAGEMENT

1.2.1 The service provider shall provide an on-site Project Manager (PM). This individual shall be responsible for the overall management and coordination of terms and conditions and have full authority to make and implement decisions on subsequent contract matters. The PM and the alternate(s) shall be designated in writing, 15 days prior to contract start date and/or within 2 business days prior to a personnel change, to the contracting officer (CO) and quality assurance evaluator (QAE). PM and alternate(s) shall have experience in the management of similar requirements described in this SOW.

1.2.2 The PM or alternate(s) shall be available within 15 minutes during duty hours, 0730 to 1630, Monday through Friday, to meet with government personnel to discuss problem areas. After duty hours,

the PM or alternate(s) shall be available within 1 hour of notification, telephonically or on-site as conditions warrant. The PM and alternate(s) must be able to read, write, and speak English.

1.3 MILSTAR/AFSAT OPERATIONS AND MAINTENANCE

1.3.1 The service provider shall provide MILSTAR/AFSAT Operations to the Secretary of Defense, NORAD, and their subordinate MILSTAR users.

1.3.2 The service provider shall operate and maintain the AN/FRC 181 MILSTAR terminal, Defense Satellite Communications System/Electronic Counter-Counter Measures (DSCS/ECCM) Jam Resistant Secure Communications terminal IAW TOs, United States Strategic Command (USSTRATCOM) Directive 704-1, Defense Information Systems Agency (DISA) directives and current DISA Network Configuration Book as directed by the Network Control Terminal, DISA messages, and the MILSTAR Positional Handbook Section 1/2, Volume 1, Block 3-0. In addition MILSTAR terminals will be accredited IAW Department of Defense Instruction (DODI) 5200.40. MILSTAR/AFSAT Operations shall have, at a minimum, 3 MILSTAR/AFSAT certified personnel on duty 24 hours a day, 7 days a week, to include federal holidays.

1.3.3 The service provider shall provide primary/alternate network control for selected MILSTAR network member stations, perform MILSTAR networking operations IAW the MILSTAR Network OI, and coordinate network changes with MILSTAR network member stations to include the Secretary of Defense. Troubleshoot and resolve MILSTAR network problems.

1.3.4 The service provider shall operate and maintain the Time Distribution System Preprocessor (TDSPP) system to develop satellite image data sets required by the MILSTAR system IAW the TDSPP Positional handbook.

1.3.5 The service provider shall conduct AFSAT changes in conjunction with USSTRATCOM. Act as primary AFSAT timing station for USSTRATCOM when directed. Update AFSAT and Navy Fleet Satellite terminal telemetry data. Develop, route, and send Emergency Action Message (EAM) traffic. Troubleshoot and resolve satellite communications anomalies. Coordinate satellite operations with USSTRATCOM. Report MILSTAR/AFSAT outages and request scheduled terminal downtime IAW USSTRATCOM Directive 704-1.

1.3.6 The service provider shall install and test upgraded MILSTAR hardware and software. Interact with USSPACECOM and other agencies to ensure continuity and viability of upgrades.

1.3.7 The service provider shall maintain Communications Security (COMSEC) account materials to accomplish the assigned MILSTAR/AFSAT missions.

1.3.8 The service provider shall operate and maintain AN/FRC 181 MILSTAR terminal in Building 1040 facility, 24 hours a day, 7 days a week, to include federal holidays, with an Operational Availability (A_o) of not less than 99.57%. In addition, provide data/metrics upon request.

$$A_o = \frac{\text{Operating Time} - \text{Unscheduled Outage}}{\text{Operating Time}} \times 100$$

The amount of time the terminal is required to be available: 24 hours per day, times the number of days in the month, minus service provider scheduled downtime.

Example:

April Minutes: 30 X 24 X 60 = 43,200 minutes (minutes=days x hours x minutes)

Operations&Maintenance (O&M) service provider scheduled downtime:
10 hours = 600 minutes

Operating Time for April: 43,200 - 600 = 42,600 minutes

If the government or an outside service provider scheduled the downtime, and the O&M service provider was able to use it to his/her advantage, it shall be considered O&M service provider scheduled downtime.

Example: Terminal downtime/availability shall be calculated on a monthly basis. Using the available Operating Time (for April) as calculated above, and unscheduled outages totaling 1 hour and 30 minutes (90 minutes) for April, the A_o calculation for April is:

$$A_o = \frac{\text{Operating Time} - \text{Unscheduled Outages}}{\text{Operating Time}} \times 100 = \frac{42,600 - 90}{42,600} \times 100 = 99.79\%$$

1.3.9 The service provider shall be liable for a (monthly) cumulative total of unscheduled outages except for the following:

1.3.9.1 Downtime approved by unit commander and higher headquarters

1.3.9.2 Downtime caused by military personnel error

1.3.9.3 Downtime due to a higher headquarters' priority

1.3.9.4 Downtime caused by events outside the service provider's control or as so judged by the unit commander and/or staff QAEs, and the CO.

1.3.10 The service provider shall coordinate downtime requests with Air Force Space Command (AFSPC) and USSPACECOM via classified outage message.

1.3.11 The service provider shall submit an Air Force Technical Order (AFTO) Form 227, Depot Maintenance Requirements and Schedule, for maintenance assistance requests for satellite communications IAW Technical Order (TO) 00-25-108.

1.3.12 Security classification for the DSCS shall be IAW DISA Circular 800-AI 10-1.

1.3.13 Security classification for the MILSTAR system shall be IAW the current MILSTAR Security Classification Guide.

1.3.14 The service provider shall contact the Network Control Center (NCC), using secure means, on all outages that occur. Update the NCC every 30 minutes until either the job is closed, deferred by the user, or held in abeyance for reasons such as awaiting parts/equipment, and/or for safety/security.

1.3.15 The service provider shall input maintenance actions into the Core Automated Maintenance System IAW Air Force Instruction (AFI) 21-116.

1.4 BVISC

1.4.1 The service provider shall provide visual information (VI) products and services for Peterson Complex, tenants, and Geographically Separated Units (GSUs), to include the Federal Building, 0730 to 1630, Monday through Friday, IAW AFI 33-117. The Base VI Manager (BVIM) will define the priority list/turn-around times and establish product quality standards. In addition, the service provider shall also provide support to personnel conducting official business while on Temporary Duty (TDY) in the local area. The service provider shall provide back-up photography and graphics support for CV/CINC General Officers. Copyright release shall be obtained before work is accepted IAW AFI 51-303. Any objections shall be referred to the PAFB legal office for resolution.

1.4.2 The service provider shall conduct on-site maintenance for all VI and Public Address GFE IAW commercial manuals.

1.4.3 The service provider shall coordinate with the BVIM or QAE if activation or exercise of multiple contingency plans generates conflicting support requirements.

1.4.4 The service provider shall ensure all of its employees obtain and maintain a minimum of SECRET security clearances. At a minimum, one individual shall have a TOP SECRET/SENSITIVE COMPARTMENTED INFORMATION (TS/SCI) security clearance.

1.4.5 The service provider shall maintain a current listing of all individuals authorized to receipt for classified graphic and photographic material.

1.4.6 The service provider shall record daily production data.

1.4.7 The service provider shall provide the status of any or all incomplete work orders to the BVIM/QAE upon request.

1.4.8 The service provider shall provide advice, information, and/or assistance to requesters to help in assessing needs, planning or programming, and using VI

resources. The service provider shall test outdated photographic materials for Base Supply.

1.4.9 The service provider shall maintain a VI guide and make available for customers at the customer service counter.

1.4.10 The service provider shall maintain a work order tracking and control system. The service provider shall collect, compile, and maintain local facility data to provide accurate reports on utilization, system performance, and maintenance history.

1.4.11 The service provider shall maintain computer-generated products for a minimum of 5 days after customer receipt of such products, or as directed by the BVIM. .

1.4.12 The service provider shall edit existing videotapes, upon request. If produced elsewhere, the requester shall obtain written permission from the Office of Primary Responsibility (OPR) to edit.

1.4.13 The service provider shall design and letter signs for interior use. The service provider shall not produce signs for permanent exterior use IAW AFI 33-117; however, provide advisory services for Base Civil Engineering (BCE), and create camera-ready art master(s) for exterior signs.

1.4.14 The service provider shall provide illustrations for crime/disaster scenes. Illustrations shall be accomplished IAW specific instructions provided by the investigative organizations.

1.4.15 The service provider shall ensure photographers are present for location photo assignments no later than 15 minutes prior to the time requested, during duty hours.

1.4.16 The service provider shall provide studio photography. Studio operating hours shall be 0800 through 1530, Monday through Friday. One Saturday or Sunday per month may be needed to provide passport photography service for the 302 Air Wing.

1.4.17 The service provider shall provide official portraits for the Army, Navy, Marine Corps, Air Force (AF), and Foreign Military.

1.4.18 The service provider shall provide official United States (U.S.) Passport photography and official Foreign Military Passport photography.

1.4.19 The service provider shall provide citizenship and naturalization photography IAW U.S. Immigration Form M-378 and Special Duty Assignment photographs IAW with assignment information.

1.4.20 The service provider shall provide Isolated Personnel Report/Search and Recovery photographs IAW Department of Defense (DD) Form 1833.

1.4.21 The service provider shall provide Squadron Officer School photographs IAW directions provided from Air University (Air Education Training Command). The letter provided from Air University is considered appropriate authorization.

1.4.22 The service provider shall provide military medical photography services as requested by government agencies, including but not limited to, pictures of autopsies, cases with medical or legal implications (e.g. crashes, accidents, assault with trauma, child or spouse abuse, or suicides.)

1.4.23 The service provider shall provide alert (contingencies/exercise) location photography 24 hours a day, 7 days a week, to include federal holidays. Ensure the photographer is present, unless otherwise directed by the Commanding Officer, within 15 minutes of the call during normal duty hours, 0730 to 1630, Monday through Friday, and within 1 hour of notification for non-duty hour and federal holiday requirements. The photographer will receive instructions from the on-scene commander or designated representative. NOTE: ALERT PHOTOGRAPHER RESPONSE TIME IS CALCULATED FROM THE FIRST ATTEMPT AT NOTIFICATION (CALL) TO THE ACTUAL ARRIVAL OF THE ALERT PHOTOGRAPHER AT THE LOCATION REQUIRED. Supplement the alert photographer's services with additional personnel such as, film processing and printing personnel and photographers, if such action is necessary, to satisfy the requirements of the requester of the alert photography service. The requester will provide restricted area transportation and/or escort. Exercises may include short-term TDYs.

1.4.24 The service provider shall make available for government review an Alert Photographer Roster and provide the NCC Help Desk and 21 SW/CP a list of photographers available for non-duty hour alert photography. The methods of contact for recall and methods of testing communication equipment shall be included on the roster.

1.4.25 The service provider shall identify personnel to be assigned to the Disaster Control Group (DCG). When the DCG is assembled, a photographer may be required. This assigned work shall receive the highest priority.

1.4.26 The service provider shall ensure 35mm plastic and/or glass mounted slides (when requested) are numbered to ensure accountability and sequencing, and shall be free of defects, dust, spots, and Newton rings (glass mounted). Classified slides shall be marked and titled IAW Department of Defense (DOD) 5220.22-M and DOD 5200.1-R. Slide sets shall be collated into individual sets, upon request.

1.4.27 The service provider shall process requests for equipment checkout and ensure the requested equipment is available on the date and time required. The service provider shall make available an instructional handout for each piece of equipment issued. An AF Form 1297, Temporary Hand Receipt, shall be used to document equipment and accessories issued to the self-help requester. The service provider shall

inspect all equipment after requester turn-in. However, if damaged beyond normal wear and tear, notify the BVIM for appropriate action.

1.4.28 The service provider shall provide presentation services in support of Peterson Complex, tenants, and other government agency functions. Presentation services include set-up/tear-down and operation of a single image presentation, or multi-image or video projection.

1.4.29 The service provider shall coordinate with the requester for confirmation or clarification of required support. Such coordination will be annotated on the AF Form 833 or SW Form 131.

1.4.30 The service provider shall provide audio sound support. Operate existing audio equipment that has been installed permanently in Peterson Complex facilities and/or be able to patch in service provider equipment at off-PAFB facilities.

1.4.31 The service provider shall produce compact disks and customize tracks for ceremonies. The service provider shall interface video projectors, videocassette recorder, laptop computers, and sound equipment.

1.4.32 The service provider shall maintain organization logo graphics for use at the start and end of each conference.

1.4.33 The service provider shall operate and maintain Video Teleconferencing (VTC) systems, 0730 - 1630, Monday through Friday, in the 21 SW conference room. The VTC system shall be available 24 hours a day, 7 days a week, to include federal holidays.

1.5 LMR/GBR

1.5.1 The service provider shall perform LMR manager duties, to include LMR/GBR communications support and LMR maintenance for Peterson Complex and tenant units, and shall install and remove equipment, upon request. Provide technical assistance for equipment restoration to normal operations, using applicable TOs, manuals, and test equipment. Maintain radio equipment IAW Electronic Industry Association Standards and other standards/specifications as applicable. Perform preventative maintenance on fixed ultra-high frequency transmitters, receivers, and radio frequency (RF) amplifiers. Tune, adjust, and align circuits to obtain maximum efficiency. Perform organizational, intermediate and vendor level maintenance on all LMR equipment supporting PAFB.

1.5.2 The service provider is responsible for maintaining the LMR inventory lists for handheld radios, base radio stations, repeater equipment, radios in general officer vehicles, cell phones for general officer vehicles, and those radios in all emergency vehicles to include fire, ambulances, flight line vehicles, Federal Aviation Administration vehicles and crash trucks. The inventory must include model numbers, serial numbers

and quantities. This inventory listing shall be made available to the government, upon request. The service provider is responsible to maintain a sufficient supply of spare parts to handle after duty-hour emergencies.

1.5.3 The service provider shall maintain hours of operations from 0730 to 1630, Monday through Friday. Provide a qualified, on-call radio technician 24 hours a day, 7 days a week, to include federal holidays, with a response time of 1 hour. Technicians shall report outages to the NCC Help Desk and follow outage priorities IAW 21 CS Operating Instruction (OI) 33-2.

1.5.3.1 The service provider shall respond to non-priority equipment failures within 1 business day. The service provider shall complete all in-house repairs within 5 workdays after request for service. The service provider shall ensure items sent to vendor(s) for repair are returned within 12 workdays. The service provider shall not remove any vehicle with a mounted radio from an AF installation.

1.5.4 The service provider shall maintain current drawings for each LMR network. All changes shall be provided to 21 CS Plans Architect within 7 workdays of the change.

1.5.5 The service provider shall make available a monthly metrics report to include turn-around time for portables, response and repair time for fixed and mobile equipment.

1.6 PWCS/FM

1.6.1 The service provider shall provide PWCS and FM duties 0730 to 1630, Monday through Friday. After duty hours and on federal holidays, the service provider shall be on-call 24 hours a day, 7 days a week, with a response time of 1 hour, IAW AFI 33-106 and AFI 33-103. Mission essential/priority outages will be determined at the 21CS/SCM, 21CS/CD, or 21CS/CC level. Once the maintenance service provider is recalled, the responsibility for repair and reporting status is transferred to the maintenance service provider.

1.6.2 The service provider shall establish accountability, tracking, and management procedures for cellular telephones and Enhanced Mobile Satellite Services (EMSS) loaners.

1.6.3 The service provider shall assist users in preparing requisition documents, which shall include an economic analysis of each cellular service required. The service provider shall inspect and maintain historical records for all telephone equipment.

1.6.4 The service provider shall manage EMSS equipment requirements and logistics support to include assisting customers in requesting service through the Defense Information Technology Contracting Organization.

1.6.5 The service provider shall perform Installation Spectrum Management

responsibilities IAW AFI 33-118, Air Force Manual (AFMAN) 33-120, and AFI 10-707.

1.6.5.1 The service provider shall establish and facilitate a FM education program for Peterson Complex on spectrum policy.

1.6.5.2 The service provider shall maintain a current copy of the RF authorization for Peterson Complex and 21 SW GSUs. Maintain the Spectrum Management XXI database or other Department of Defense (DOD) spectrum management software. Provide customer support for the spectrum certification, electromagnetic radiating, and receiving equipment. Review and plan programming documents for spectrum management actions.

1.6.5.3 The service provider shall perform frequency assignments, spectrum certification, interference reports, and interference analysis. Review government provided spectrum requirements. Coordinate frequency needs with federal, military, and civilian spectrum management offices. Secure operating authority and ensure minimum interference is caused or received by AF RF operations. Analyze RF spectrum requirements and determine compatibility with other users considering transmitter and receiver specifications, antenna data, emission characteristics, and modes of radio wave propagation. Examine radio link deficiencies and recommend corrective action to improve system performance.

1.7 SWITCHBOARD/TELEPHONE OPERATIONS

1.7.1 The service provider shall provide telephone switchboard services 24 hours a day, 7 days a week, to include federal holidays, for Peterson Complex and associated tenants.

1.7.2 The service provider shall notify the NCC Help Desk in the event of an outage that affects telephone services.

1.7.3 The service provider shall maintain the 411 Electronic Telephone Directory and Call Accounting Information Retrieval System (CAIRS) database. Update CAIRS with completed Communications-Computer System Requirements Document (CSRD) information.

1.7.4 The service provider shall provide PAFB locator service 24 hours a day, 7 days a week, to include federal holidays. At no time will Privacy Act information be released without consent.

1.7.5 The service provider shall assign and manage personal identification numbers for personnel with long distance calling privileges at Peterson Complex and surrounding units. Monthly, submit a call summary sheet to approximately 100 Telephone Control Officers (TCOs).

1.7.6 The service provider shall review CSRDs for accuracy and acquire issuing approval from 21CS/SCM. Prepare statement of responsibility, obtain appropriate signatures, and issue calling card to user.

1.7.7 The service provider shall verify that monthly administrative telephone bills are IAW the Commercial Service Agreement (CSA). Update CSA, as needed, by submitting an AF Form 1218 to Tinker AFB, OK 38 EIW LS/LGCX.

1.7.8 The service provider shall train all TCOs on calling card-billing procedures. Update, reproduce, and distribute the TCO guide at time of training. Monitor, track, and update TCO appointment letters.

1.7.9 The service provider shall coordinate operator assisted, PAFB conference calls.

1.7.10 The service provider shall coordinate with Defense Area Printing Service for publication of approximately 5,000 PAFB telephone books when requested by the 21 CS/CC, not to exceed more than 1 time per year.

1.8 INFORMATION MANAGEMENT (IM)

1.8.1 The service provider shall implement the Records, Publishing and Forms Management Programs, operate equipment, protect, process, and dispose of official records IAW AFI 33-332, AFI 33-322, AFI 37-138, and AFI 37-161, and supplements thereof. Manage records systematically to make sure they are complete, accurate, trustworthy, and easily accessible. The service provider shall provide RM support to HQ NORAD, HQ USSPACECOM, and HQ AFSPC.

1.8.2 The service provider shall appoint a Records Manager (RM).

1.8.2.1 The service provider shall establish and maintain a RM program to meet the requirements of Title 5, United States Code 552, and Title 44, United States Code.

1.8.2.2 The service provider shall provide guidance to customers and implement/maintain the Vital Records, and Records Disaster Mitigation and Recovery program, manage, operate, and maintain simultaneous paper-based and electronic record keeping requirements.

1.8.2.3 The service provider shall implement, maintain, and provide training for RIMS, the currently mandated AF Records Management software.

1.8.2.4 Upon AF and AFSPC approval of a newly mandated Records Management System, the service provider shall implement, maintain, and provide training needed to effectively migrate to the follow-on system.

1.8.2.5 The service provider shall provide all upgrade training in conjunction with the Functional Area Records Manager (FARM) and Records Custodian (RC) orientation or refresher training

1.8.2.6 The service provider shall test new records management software versions and fixes and document problems and deficiencies to the QAE prior to releasing the software or fix to the FARMS or other delegated entities.

1.8.2.7 The service provider shall ensure the Records Staging Area facilities are capable and available to keep and dispose of records with a retention period of 8 years or less to eliminate the expense of transporting them to Federal records centers.

1.8.2.8 The service provider shall inventory staged records at each calendar year's end, make required annotations as directed in AFIs and provide accountability and verification to the QAE within 10 days after inventory.

1.8.2.9 The service provider shall ensure 21 SW GSUs arrange support from their Host Base RM to conduct staff assistance visits or for additional support.

1.8.3 The service provider shall manage and operate the Destruction Facility IAW 21 SW Instruction 33-201.

1.8.3.1 The service provider shall maintain disintegrators, excluding replacement of disintegrator blades, IAW commercial manuals.

1.8.4 The service provider shall, upon request from the Freedom of Information or Privacy Act manager, provide requested records from staging area within 3 duty days.

1.8.5 The service provider shall destroy records IAW AFI 33-322, AFMAN 37-139, and DOD 5400.7, Chapter 4.

1.8.6 The service provider shall provide customer assistance in locating disposition instructions.

1.8.7 The service provider shall provide customers with semiannual status of record distribution recommendation actions until the actions are resolved, and then notify the customer of resolution when it is received.

1.9 PUBLICATION MANAGEMENT

1.9.1 The service provider shall administer the Publications Management and Forms Management program IAW AFI 33-360 Vol 1 and 2, AFMAN 37-139, and supplements thereof.

1.9.2 The service provider shall appoint a Publications Manager.

1.9.3 The service provider shall provide backup publications access for 21 SW publications and produce a compact disk (read only memory) with local publications.

1.9.4 The service provider shall maintain custody of and accountability for publications record sets.

1.9.5 The service provider shall approve all AF Form 1846s and forward to the AF Publications Distribution Center (AFPDC):

AFPDC
2800 Eastern Blvd
Baltimore MD 21220-2898

1.9.6 The service provider shall serve as the OPR for the PAFB bulletin. The service provider shall publish the PAFB bulletin once a week.

1.10 BITS

1.10.1 The service provider's employees shall be in the Base Information Transfer Center at 6:15 AM, Monday through Friday, to receive and sort the mail. Document Security in Building 1466 shall provide customer service from 6:15 AM to 3:00 PM, Monday through Friday. The service provider shall manage and operate BITS IAW DOD 4525.8-M/AF Sup, AFI 31-401 AFMAN 37-139, and United States Postal Service (USPS) DMM. The service provider shall scan all mail items that meet priority 1 and 2 characteristics IAW 21 SW VA Mail Threat Checklist, VA 33-2.

1.10.2 The service provider shall endorse all mail with "Mail Processing Center BITS" and date processed. The service provider shall prepare DD Form 285, Appointment of Military Postal Clerk, Unit Mail Clerk or Mail Orderly, in 2 copies, for all employees receiving mail directly from the USPS. The forms shall be prepared for the signature of the QAE.

1.10.3 The service provider shall provide a distribution delivery and pick-up schedule upon request. Submit requested changes to the schedule to the QAE for approval/disapproval. The service provider shall not implement changes until approval is received.

1.10.4 The service provider shall receive and distribute base bulletins, base newspapers, flyers, etc., using a distribution list provided by the OPR. The service provider shall process categorically addressed correspondence IAW local policy memorandums. Ensure only official government correspondence is distributed through BITS. The service provider shall refer questionable items to the FAC or QAE.

1.10.5 The service provider shall be required to track postal expenditures for approximately 10 organizations and monthly, provide the QAE with a memorandum stating the expenditures for each agency tracked, along with the actual meter listings

showing the expenditures of each organization. The government will keep the service provider advised of those organizations whose postal expenditures must be tracked. The service provider shall complete and make available the Semi-annual Postage Expenditure Report, to the QAE, not later than 5 duty days after the end of the reporting period. Prepare the report IAW DOD 4525.8-M and supplements thereof.

1.10.6 The service provider shall scan all flats, parcels/packages from non-DOD mailers that are received from the USPS daily prior to BITC and PSC mail handling. The service provider shall scan all mail pieces that meet Priority 2 characteristics IAW 21 SW VA, Mail Threat Checklist, VA 33-2, and all mail received from foreign countries with the exception of clearly marked Canadian National Defense "official mail." The service provider shall also scan all flats, parcels/packages that are received from small carrier delivery services throughout the day that are destined for general delivery and dormitory patrons.

1.10.7 The service provider shall document the number of targeted mail pieces, small carrier delivery flats and parcels/packages scanned, and all (hit) alarms on a daily basis. The service provider shall also document all system operational information, daily/weekly cleaning, and maintenance conducted.

1.10.9 The service provider shall ensure supplies, as defined in Operators Manual 400B, are available for continuous operation of the IONSCANNER. The service provider shall contact the manufacturer of the IONSCANNER regarding issues that cannot be resolved in-house.

1.10.10 The service provider shall date and endorse all outgoing mail with "POUCH/CONSOLIDATED MAIL from PAFB."

1.10.10.1 The service provider shall control accountable administrative communications IAW DOD 4525.8-M, AFI 31-401, DOD 5220.22-M, and the USPS DMM.

1.10.11 The service provider shall review and approve/disapprove requests for Express Mail IAW DOD 4525.8-M and supplements thereof.

1.10.12 Postage Meters

1.10.12.1 The service provider shall ensure they request additional meter funds allowing enough lead time to ensure sufficient meter funds are available in the Pitney Bowes postage by phone.

1.10.12.2 Submit spoiled meter errors to servicing USPS facility for credit IAW DOD 4525.8-M and supplements thereof. To obtain credit for meter errors, the service provider shall complete a PS Form 3533, Application and Voucher for Refund of

Postage and Fees, Parts I and IV, and submit it to the servicing USPS. Disposition of PS Form 3533 shall be IAW AFMAN 37-139.

1.10.13 Approximately four times per month, the service provider shall be required to receive material from and dispatch material to the Defense Courier Service at Fort Carson, CO, IAW AFI 31-401.

1.10.13.1 The service provider shall prepare a DCS Form 10, Defense Courier Service Authorization Record, in 3 copies, for the signature of the QAE. After signature, by both the QAE and the DCS representative, the service provider shall provide the original to the Defense Courier Service, 1 copy to the QAE, and retain 1 copy for the service provider file. The service provider shall complete this form annually or sooner if changes occur.

1.11 POSTAL SERVICE CENTER (PSC)

1.11.1 The service provider shall maintain the following hours: 0600 through 1515 on Mondays, and 0615 through 1515, Tuesday through Friday, for customer service. If 30 September falls between Monday and Friday, the service provider shall remain open until 2300 to accept and meter mail received from 21CONS. The service provider shall then deliver that mail to the Mail Handling Facility no later than 2345, 30 September.

1.11.2 The service provider shall manage and operate the PSC IAW DOD 4525.6-M and USPS DMM. When directed by the QAE, service provider employees are required to use Nitrile disposable gloves (mandatory) and have NIOSH 95 particulate respirators (employee discretionary) when processing mail. Disposal of the Personal Protective Equipment will be directed by the QAE. Service provider will provide visual mail screening for all envelopes received from the USPS for delivery to PAFB dormitory residents and General Delivery patrons. Items suspected of containing potential biohazards will be immediately isolated, stored in biohazard container and incident reported to 911 Emergency Response Team. Suspicious mail not considered a potential biohazard will be isolated and addressee contacted to confirm authorization for delivery or refusal to receipt for mail. Mail pieces suspected of containing explosives are to be reported in accordance with locally established procedures. All other mail will be endorsed "Mail Processing Center PSC" and date processed.

1.11.5 The service provider shall maintain a directory service file IAW DOD 4525.6-M, Vol 2, chapter 6. The Postal Directory File shall include the social security number (SSN) for each individual. Dispose of directory cards on persons assigned PSC containers 12 months after they permanently depart, or 3 months after transient personnel depart per AFMAN 37-139. The service provider shall ensure this Privacy Act data is destroyed per AFI 37-132.

1.11.6 The service provider shall establish procedures to determine PSC container eligibility IAW DOD 4525.6-M, Vol 2, chapter 5. The service provider shall maintain DD

Forms 2262, for the mail containers located in the dormitory quadrangle area and for those containers located in the PSC.

1.11.6.2 The service provider shall control and issue PSC container keys.

1.12 ACTIVITY DISTRIBUTION OFFICES (ADOs)

1.12.1 The service provider shall provide official mailroom service, Monday through Friday, in Buildings 1, 2, and 1470, at PAFB, IAW DOD 4525.8-M, supplements thereof and the USPS DMM. The service provider shall pick-up all official outgoing classified and unclassified material, sort, consolidate, apply official metered postage, and coordinate dispatch with the USPS.

1.12.2 When directed by the QAE, service provider employees are required to use Nitrile disposable gloves (mandatory) and have NIOSH 95 particulate respirators available (employee discretion) when processing mail. Service provider will provide visual mail screening of all envelopes received from the BITS and USPS. Items suspected of containing potential biohazards will immediately be isolated, stored in biohazard container and incident reported to 911 Emergency Response Team. The government provided Mail Threat Checklist will be completed. Mail pieces suspected of containing explosives will be reported IAW locally established procedures. Suspicious mail not considered a potential biohazard will be isolated and addressee contacted to confirm authorization for delivery or refusal of mail.

1.12.3 The service provider shall process USPS Express Mail, and notify the addressee within 10 minutes after receipt. At time of receipt, annotate the person notified and the time of notification on an AF/DMS Form 12.

1.12.4 The service provider shall maintain memorandums of appointment for personnel authorized to receipt for TOP SECRET, SECRET and CONFIDENTIAL materials.

1.12.6 Combination Lock Distribution Boxes. The service provider shall issue combination lock distribution boxes, as needed. The service provider shall maintain a record of the combinations and make it available upon request.

1.12.7 The service provider shall receive outgoing FedEx material in buildings 1, 2, and 1470. If the material is classified, the service provider shall sign an AF Form 12 and ensure the material is properly safeguarded until reaching 21 LSS/LGTT. BITS shall pick up the FedEx material from the ADOs and deliver to 21 LSS/LGTT.

1.12.8 Official mail deliveries and dispatches to and from Cheyenne Mountain Air Station shall be transferred between BITS personnel and the Cheyenne Mountain Information Management employees at Building 304, Cheyenne Mountain Air Force Station.

1.13 BCC OPERATIONS

1.13.1 The service provider shall manage, operate, and maintain the BCC IAW ACP-117, ACP-121 US SUP1, ACP 131, JANAP 128, JANAP 129, DCAC-310-D70-30 Chapter 5, AFI 33-112, AFI 33-113, AFI 31-101, and AFI 31-401. Message file copies shall be retained IAW AFMAN 37-139. The service provider shall operate technical equipment and manage communications facilities at the Peterson Complex and associated GSUs, 24 hours a day, 7 days a week, to include federal holidays.

1.13.2 The service provider shall assure compliance with the net control directives, AUTODIN Station Notices (DINSTAs), and other general messages received by the BCC from its serving DMS Transmission Hub (DTH) as required by DCAC 310-D70-30 Chapter 5.

1.13.3 The service provider shall maintain a current list of personnel authorized to receipt for classified messages. This list shall include POCs for pick-up of messages.

1.13.4 The service provider shall maintain the established alt-route plan as required by DISAC310-D70-30. Alt-route(s) are defined in DISAC OPLAN 1-95.

1.13.6 The service provider shall set-up and manage an alternate Message Distribution Center (MDC) for contingency purposes, when directed by the 21 CS/CC.

1.13.7 The service provider shall maintain an Emergency Plan for operating the MDC, and make it available for government review, upon request.

1.13.8 The service provider shall prepare all waste material for destruction and weekly pick-up by government destruction facility personnel. All shredded or burnable correspondence (including all messages) and all paper refuse within the BCC shall be destroyed as classified waste.

1.13.10 The service provider shall document all actions concerning TOP SECRET and special handling messages in the Master Station Log (MSL).

1.13.11 The service provider shall ensure positive identification of an individual is made before releasing TOP SECRET or special handling messages to the recipient. The service provider shall verify the individual's identity by comparing the identification card to the information provided in the message management letter (MML).

1.13.13 The service provider shall ensure when packaging TOP SECRET or special handling messages that they are enclosed in a Special Category or Limited Distribution Message Envelope, once the appropriate information has been provided. The service provider shall ensure the appropriate cover sheet is attached to the message and that the envelope is stamped/marked with the correct classification. The service provider shall provide an opaque outer wrapper to transport the message out of the building if

requested by the customer. The service provider shall give only one copy of the message to the addressee.

1.13.14 The service provider shall maintain an Access Roster for the BCC. The service provider shall update the access roster monthly, send it to the security manager for security clearance verification, and post it in the BCC within the first 5 working days of each month. Copies shall be given to the security manager, upon request.

1.13.15. The service provider shall appoint a primary and alternate Terminal Area Security Officer. The Information System Security Officer (ISSO) shall be responsible for ensuring compliance with AFSPCI 33-201 with respect to the computer terminals in his area.

1.13.16 When a problem arises with the Defense Messaging System (DMS) equipment located in the BCC, the service provider shall contact the NCC help desk for resolution. The service provider has 15 minutes to make the notification once they become aware of the problem.

SECTION 2

2.0 SERVICE DELIVERY SUMMARY (SDS)

The SDS is a listing of significant performance objectives (services required) with associated performance thresholds (specific standards) derived from the SOW. The SDS performance objectives and their associated performance thresholds establish the baseline for the government surveillance program. The significant SOW performance objectives are determined by any of the following criteria:

2.1 MISSION ESSENTIAL

Performance objectives affecting MILSTAR Operations and Maintenance.

2.2 COST CRITICAL

Objectives in which poor performance would result in significant cost to the government.

2.3 SAFETY CRITICAL

Objectives in which poor performance would result in hazardous or unsafe conditions for any government resource.

2.4 PERFORMANCE REQUIREMENTS

Unless otherwise specified, the service provider shall perform the requirements specified in the performance objective and threshold columns of the SDS 100% of the time. Failure to do so shall be considered a major finding.

2.4.1. MAJOR FINDING. A conclusion that identifies a condition having a significant adverse effect on the quality of the activity under review such as:

2.4.1.1 The failure to achieve a performance threshold

2.4.1.2 A significant mission degradation in any service provider operated function

2.4.1.3 Any situation that is likely to result in hazardous or unsafe conditions for individuals (or any other government resource) coming into contact with work

2.4.1.4 A failure to provide adequate corrective action to preclude recurrence of government identified findings

2.4.1.5 A failure to provide corrective action to deficiencies identified by the service provider within a prescribed suspense period.

2.4.2 MINOR FINDING. A departure from established standards having little bearing on the service provider or work center.

2.4.2.1 An undefined accumulation of minor findings may constitute a major finding depending upon the functional area of the findings, the ease by which the findings, if uncorrected, could escalate into a major finding, the location of the site at which the findings occurred, and other subjective criteria. It is possible some quantity of minor findings at one site or work center may comprise a major finding, while at a different work center that same quantity may not meet the evaluator's threshold.

Note: Validated minor findings are indicators of non-compliance with the SOW. The complete SOW, not just the SDS performance objectives, establishes the minimum performance requirements. Because a SOW requirement is not a SDS performance objective does not release the service provider from performance evaluation.

2.5 ADDITION OF NEW PERFORMANCE OBJECTIVES

As a result of the government's insight into service provider performance, the SDS performance objectives may change over time. For example, repeated service provider performance findings in non-critical areas may force the related requirement to become a performance objective in the SDS. Conversely, changes in technology or mission requirements may eliminate SDS objectives.

	PERFORMANCE OBJECTIVE	SOW REFERENCE	PERFORMANCE THRESHOLD
1	Operate and maintain MILSTAR/AFSAT terminal and facility. (Essential)		Maintain a 99.57% availability rate.
2	MILSTAR/AFSAT Operations will provide the NCC with updates on all outages. (Essential)		Updates will be given every 30 minutes until either the open job is closed, or is deferred by the user.
3	Provide a qualified on call radio technician to respond to outages for PWCS, LMR, and GBR.		Provide on call technician 24 hours a day, 7 days a week, to include federal holidays. Response time shall be within 1 hour, 95% of the time.
4	Provide routine location photography support.		Photographers shall be present no later than 15 minutes prior to requested time.
5	Provide Duty Hour Alert (exercise) and Non-Duty Hour Alert (exercise) Photography Support.		Provide Alert (exercise) Photography 24 hours a day, 7 days a week. Respond within 15 minutes during normal duty hours, and within 1-hour non-duty hours, unless otherwise directed by the commanding officer.

6	Provide Alert Photography Support.		Provide Alert Photography 24 hours a day, 7 days a week, to include federal holidays. Respond within 15 minutes during normal duty hours, and within 1-hour non-duty hours, unless otherwise directed by the commanding officer.
7	Communications Center Access Roster		Update the access roster monthly and post in the BCC within 5 working days of each month.
8	Complete in-house repairs of LMR equipment.		Complete repair within 5 workdays after request for service.
9	Ensure repairs on items sent to vendor.		Ensure turn-around time is within 12 workdays after request for service from vendor.

Table 1, SDS Performance Objectives

SECTION 3

3.0 GOVERNMENT-FURNISHED PROPERTY (GFP) AND SERVICES

3.1 GENERAL INFORMATION

3.1.1 The government will provide, without cost, the facilities, equipment/materials, and services described below.

3.1.2 Facilities have been inspected for compliance with the Occupational Safety and Health Act (OSHA). The identification of any hazardous conditions does not warrant or guarantee that no other possible hazards exist. Compliance with OSHA, federal, state and local laws, and regulations for the protection of employees is exclusively the obligation of the service provider. The government will assume no liability or responsibility for the service provider's compliance or noncompliance. No alterations to the facilities shall be made without specific written permission from BCE; however, in the case of alterations necessary for OSHA compliance, such permission shall not be unreasonably withheld. The service provider shall return the facilities to the government in the same condition as received, not to include normal wear and tear, and any approved modifications. These facilities shall be used in the performance of SOW requirements (see Appendix 3). Neither the service provider nor his employees shall be permitted to utilize these facilities to engage in commercial or personal endeavors.

3.1.3 The government will provide the service provider a GFE listing to be managed IAW procedures required by the Government Property clause. The service provider shall operate and maintain all GFE IAW commercial manuals.

3.1.3.1 Not later than 5 workdays prior to start of the basic contract period, the service provider and a government representative shall conduct a joint inventory of all GFE. The service provider shall receipt for all equipment provided by the government. The service provider and a government representative shall jointly determine the working order and condition of all equipment. The service provider and the government representative shall certify their agreement as to the working order of the equipment. If the service provider does not participate in the inventory, the service provider must accept as accurate the listing and stated condition of equipment provided by the government. If the service provider participates in the inventory but does not agree with the government representative's determination as to the working order of the equipment, this disagreement shall be treated as a dispute pursuant to the appropriate contract dispute clause.

3.1.3.2 The service provider shall submit requests for new or replacement GFE/GFP through the QAE to the Functional Area Chief (FAC) for approval. Maintain a log of all equipment requests/follow up action taken.

3.1.3.3 Upon completion or extension of the contract, a joint inventory of equipment shall be conducted by the service provider and a government representative. The service provider shall be liable for loss or damage to GFE beyond fair wear and tear. Compensation shall be effected either by reduced amounts owed to the service provider or by direct payment by the service provider, the method to be determined by the CO (21 SW/MO for MEO). All equipment in need of repairs/maintenance shall be repaired/maintained by the service provider within 30 days of discovery, before the joint inventory is complete. All repairs/maintenance not performed by the service provider will be made at the government's discretion. In the case of damaged property, the

amount of the compensation due the government by the service provider shall be the actual cost of repair, provided such amount does not exceed the replacement value. In case of loss or damage beyond repair, the service provider's cost shall be the depreciated replacement value of the item. Any failure of the service provider to agree with such determination shall be treated as a dispute.

3.1.3.4 The service provider shall manage and inventory all GFE IAW the Government Property Clause. The service provider shall use Standard Base Supply System (SBSS) for accountability of all government property within SBSS.

3.2 GOVERNMENT FURNISHED SERVICES

3.2.1 The government will provide electricity, water, sewage, and heating for all facilities occupied by the service provider for the life of the contract.

3.2.2 The government will provide official government mail service/distribution.

3.2.3 The government will provide standard administrative telephone service for each work center which will include Peterson Complex access and local dialing capability. Each instrument will also facilitate access to the Defense Switched Network (DSN). The service provider shall use the telephone service provided by the government for official business only. The service provider shall ensure that all employees understand and maintain DSN discipline IAW guidance provided in the current PAFB telephone directory. Any long distance calls placed, other than the permitted official business and DSN calls, shall be at the expense of the service provider.

3.2.4 The government will provide custodial service for all GFP.

3.2.5 The government will provide refuse collection. The service provider shall adhere to the PAFB recycling program for disposing of recyclable materials.

3.2.6 The service provider shall notify BCE of any infestations.

3.2.7 The government will provide real property maintenance for government facilities IAW AFP 32-1004 Vol. 3, Building Manager's Handbook and 21 SWI 32-901, Real Property Building Managers. The service provider shall appoint a primary and alternate building custodian for each permanent structure assigned. Building Custodian training for the primary and alternate custodians will be provided by the government. Building Custodian/Manager Training (719) 556-8236. The service provider shall ensure facilities provided by the government present a neat, clean appearance at all times. The service provider is responsible for fire prevention, security of facilities and equipment, and normal user/occupant maintenance. These facilities are subject to government inspection at all times.

3.2.8 The government will provide Security Police and Fire Protection (Phone number: Fire, 911; Police, (719) 556-4000).

3.2.9 The government will provide the initial supply or electronic means (access to network) to retrieve all required AF and DOD forms, AFIs, OIs, and TOs on or before contract start date.

SECTION 4

4.0 GENERAL INFORMATION

4.1 SERVICE PROVIDER PERSONNEL

4.1.1 The service provider personnel shall comply with reasonable dress and grooming standards based upon comfort, productivity, health, safety, and type of position occupied. Employees attending or participating in AF functions shall dress appropriately for the occasion. VI functions may require semi-formal attire.

4.1.2 The service provider shall not retain any employee identified as a potential threat to the health, safety, security, general well being, or operational mission of the installation and its population.

4.1.3 The service provider shall not employ any person who is an employee of the government if the employment of that person would create a conflict of interest. The service provider shall not employ any person who is an employee of the AF, either military or civilian, unless such person seeks and receives approval from the PAFB legal office.

4.1.4 The service provider is cautioned that off-duty military personnel hired under any contract may be subject to Permanent Change of Station, change in duty hours, or deployment. Military Reservists and National Guard members may be subject to recall to active duty. The abrupt absence of these personnel could adversely affect the service provider's ability to perform. Their absence at any time shall not constitute an excuse for nonperformance.

4.1.5 The service provider shall ensure employees who operate motor vehicles have a current and valid driver's license while on Peterson Complex.

4.1.6 All services not required to be operational 24 hours a day, 7 days a week, shall observe the following holidays recognized by the government.

NEW YEAR'S DAY

MARTIN LUTHER KING'S BIRTHDAY

PRESIDENT'S DAY

MEMORIAL DAY

INDEPENDENCE DAY

LABOR DAY

COLUMBUS DAY

VETERAN'S DAY

THANKSGIVING DAY

CHRISTMAS DAY

4.2 QUALITY CONTROL

4.2.1 The service provider shall provide a Quality Program Plan (QPP) at time of proposal submission, and within 5 business days of any changes, to the CO, developed to reflect an accurate assessment of performance. The QPP shall be developed to ensure that the government will not identify more than one major finding in any month.

4.2.2 The service provider shall develop and maintain a Quality Control (QC) inspection system that encompasses all functions of the SOW, and make this information available upon request.

4.2.2.1 The QC inspection system shall satisfy the requirements in the Inspection of Services clause and be designed to keep the service provider's management informed of all issues affecting quality.

4.2.2.2 The QC records of inspections shall indicate the nature and number of observations made, the number and type of deficiencies found, and the nature of corrective action taken.

4.2.3 The service provider shall develop and maintain a quality assurance surveillance program ensuring the government's interests are protected. The quality assurance function shall provide an accurate assessment of all aspects of the SOW.

4.2.3.1 Personnel performing these functions shall be independent of site management and have well-defined responsibilities, authority, and freedom to identify and evaluate quality problems and to initiate or recommend solutions.

4.2.3.2 The service provider shall maintain records of all audits and inspections. The records shall indicate the nature and number of observations made, the number and type of deficiencies found, and the nature of corrective action taken.

4.2.3.3 The service provider shall generate and make available a monthly Quality Status Report (QSR) to the program manager and government representatives within 5 business days after the end of the month. The QSR shall provide status of issues affecting quality and the service provider's self-assessment of performance. The QSR shall contain the following information:

4.2.3.3.1 Details of audits and inspections accomplished during the month

4.2.3.3.2 All deficiencies identified (to include those identified by the government), corrective actions taken, and status of all pending issues

4.2.3.3.3 An analysis of trends.

4.2.3.4 The service provider shall develop and maintain a measurement system (metrics) that illustrates, at a minimum, performance with regard to each of the performance thresholds in the SDS.

4.2.4 The service provider shall ensure all issues of noncompliance are identified, documented, and brought to the 21 CS commander's attention within 24 hours of discovery. Documentation shall include identification of the cause of the deficiency, actions taken to prevent recurrence, and an analysis of the quality program's effectiveness in the area of the deficiency.

4.2.5 The service provider shall ensure quality assurance personnel understand SOW requirements. Develop and maintain a training program designed to ensure all service

provider personnel are aware of contractual requirements, and any changes, throughout the life of the contract.

4.2.6 The service provider shall conduct special inspections at the CO's or site commander's written request. Results of the inspection or audit shall be provided to the CO within 5 business days after completion.

4.2.7 The service provider shall ensure inspection, auditing, and testing processes are prescribed by clear, complete, and current instructions. Inspection instructions shall include the specific criteria for approval and rejection of services used in each inspection or audit. Checklists may be used for this purpose.

4.2.8 The service provider's inspection instructions shall be documented. Schedules of inspections and instructions shall be made available for government review, upon request, throughout the life of the contract. Immediately notify the on-site government representatives, in writing, of any changes to inspection instructions.

4.4 EQUIPMENT MAINTENANCE

4.4.1 The service provider shall maintain an inventory of all radios, BCC equipment and postal equipment. Establish and maintain logs that reflect equipment status, inspections, and maintenance on all equipment covered by this SOW.

4.4.2 The service provider shall troubleshoot to determine repairable status of failed equipment and provide adequate maintenance to restore serviceability IAW applicable Technical Orders (TOs), manufacturer's manuals and user guides manufacturer's specifications and standard commercial practices as applicable. The Network Control Center (NCC) shall be apprised of critical/priority equipment restoration status. The following information is required; Job number; time work started; problem(s) encountered and corrective action(s) taken; any part(s) or level and date ordered; time work was completed; time and reason(s) work was stopped before repair(s) were completed as applicable. Acceptable reasons for deferral are limited to awaiting parts, safety constraints, or security constraints. Only the user or 21 CS/CC (or designated representative) can defer maintenance for any other reason.

4.4.3 The service provider shall develop and implement a preventive maintenance program. Plan, schedule and coordinate all maintenance actions that will result in equipment/system downtime with the NCC and all affected users. Develop a maintenance schedule and keep on file for government review.

4.4.4 The service provider shall establish and maintain a comprehensive corrosion prevention and control program IAW applicable TOs, manufacturers' manuals and established industry procedures.

4.4.5 The service provider shall accomplish equipment configuration control for all equipment covered by this SOW. Obtain prior approval of the 21 CS/CC or designated

representative before making cannibalization of, modifications or alterations to government facilities or equipment. Recommendations for modifications to equipment/system configuration shall be submitted to the 21 CS/CC. When modifications result in deactivation/replacement of equipment, identify affected TOs, manufacturers' manuals, and OIs, then notify the Master Document Listing (MDL) custodian POC.

4.4.6 The service provider shall establish and maintain permanent logs which shall reflect equipment status. These records shall be made available for government review upon request.

4.4.7 The service provider shall ensure required test equipment, tools, shop mockups, and test fixtures are available within the work centers.

4.5 INFORMATION TECHNOLOGY EQUIPMENT

4.5.1 The service provider shall use as guidance the Air Force System Security Instruction (AFSSI) 5000 series, Air Force System Security Memorandum 5000 series, the AFSSI 5100 series, and AFI 33-202 for computer security management.

4.5.2 The service provider shall develop and maintain up-to-date security plans and documents for each government owned computer system which processes or stores any government information.

4.5.3 The service provider shall obtain written approval from the 21 SW Designated Approving Authority (DAA), Wing Information Protection Office, before processing classified or unclassified information.

4.5.4 The service provider shall appoint a computer facility manager and computer system security officer (CSSO).

4.5.4.1 The service provider shall deny computer access to any user suspected of attempting unauthorized access. Report security incidents to squadron leadership and forward virus reports to 21CS/SCBI. Security incidents involving classified information shall be reported to 21 SFS/SFAI no later than the end of the first duty day following the incident, via the unit security manager.

4.5.4.2 The service provider shall comply with System Management and Security Plan (SMSP) requirements for DAA approval to operate stand-alone small computer systems.

4.5.5 The government will approve the operation of computer systems in all locations specified in the security plan, Security Test and Evaluation (ST&E), and risk analysis. The government must also approve any electronic connection between computer systems. The government will identify assumed risks when approval to operate is given. Approval to operate will also stipulate the mode of operation and class. The service

provider shall update the security plan, ST&E, risk analysis, and retest security features upon any significant modification which affects security.

4.6 INFORMATION MANAGEMENT

4.6.1 The service provider shall establish, use, and maintain a departmental and field publications and forms account IAW AFI 37-161 and supplements thereof.

4.6.2 The service provider shall maintain departmental and field publications in current and complete status IAW AFI 37-160, Vol 7. Required publications are considered government property and shall be disposed of as directed by the government. The service provider shall allow government personnel to use libraries on a non-interference basis.

4.6.3 RECORDS MANAGEMENT. AFI 37-122 establishes the AF Records Management Program to meet the requirements of Title 5, US Code 552, and Title 44, US Code. The program applies to all AF personnel and activities, to include service provider personnel who manage AF records. The service provider shall use the Records Information Management System (RIMS), provided by the government, for records management. The service provider shall maintain records as required by directive publications identified in Section 2 of this SOW. All government records, files and documents, electronics records and databases, maintained by the service provider which are to be transferred or released to the government or successor service provider shall remain government property, IAW AFM 37-138, as supplements thereof. The service provider shall provide updates to file plans they maintain for approval by the Communications Officer.

4.6.4 FREEDOM OF INFORMATION (FOIA) AND PRIVACY ACT (PA) REQUESTS. The service provider shall forward FOIA and PA requests to 21CS/SCXIF for action IAW AFI 37-131 and AFI 37-132.

4.6.5 The service provider shall prepare service provider travel orders IAW AFI 65-103.

4.7 TRANSPORTATION

4.7.1. The service provider shall provide all vehicles necessary to perform the requirements of this SOW.

4.7.2 The service provider shall ensure service provider vehicles are registered at PAFB.

4.7.3 The service provider shall ensure seat belt or restraining devices are installed, used, and maintained on all service provider vehicles.

4.7.4 The service provider shall mark vehicles in a manner that clearly identifies the vehicles as service provider property, i.e., service provider name or logo on sides of vehicles.

4.8 GENERAL SECURITY

4.8.1 The service provider shall comply with DOD 5220.22-M and AFI 31-601, Industrial Security Program, and security and law enforcement procedures/plans established for the Peterson Complex.

4.8.2 The DD Form 254, DOD Contract Security Classification Specification, issued as part of this solicitation, is directive upon the service provider. Information requiring classification in the interest of national security shall be consistent with the security classification guide.

4.8.2.1 The service provider must possess a facility clearance at the classification level of TOP SECRET (TS). The service provider shall apply for personnel security clearances immediately after receipt of the facility clearance or immediately after contract award, whichever occurs first.

4.8.3 All personnel are required to have, at a minimum, security clearance levels corresponding to the physical area in which they may be required to work. The service provider shall make available to the FAC or QAE a current by-name listing of all employees and the level of their security clearances. The service provider shall not work in areas classified higher than personal authorized security levels. A security clearance shall be obtained by a sufficient number of employees to ensure continued operation in each of the following areas [clearances are SECRET, TS, and Sensitive Compartmented Information (SCI)]:

OPERATION	CLEARANCE LEVEL	#OF PEOPLE	SPECIAL TRAINING
MILSTAR/AFSAT	TS	3 EACH SHIFT	MILSTAR/AFSAT CERTIFICATION
PWCS/FM	TS/SCI/SECRET	4 TS/SCI MINIMUM	
RM	TS	ALL	
VI	TS/SCI SECRET	1 ALL	
SWITCHBOARD/TELEPHONE OPERATIONS	SECRET	ALL	
BCC	TS	ALL	
BITS/PSC/ADO	SECRET TS	ALL HALF OF STAFF	

	TS/SCI	1	
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Table 2, Security Clearance Requirements

4.8.3.1 The service provider shall immediately notify the QAE of the names of employees involved and the circumstances surrounding the submission of any report required by DOD 5220-22-M. Examples of instances when reports are required include: confirmed use of illegal substances or arrests in connection with felony charges. The service provider shall establish procedures which will assure immediate execution of 21 SW Commander's written order to bar an employee's access to parts or all of an installation.

4.8.3.2 To obtain NACs for employees who do not, and will not, require a security clearance, the service provider shall complete an attachment to the notification, provided to the servicing security activity under the NOTIFICATION OF GOVERNMENT SECURITY ACTIVITY clause of the contract. The attachment will inform the security activity the contract will require employee unescorted entry to Controlled/Restricted Area(s); the number of employees who will not require security clearances, but will need unescorted entry authority; an explanation of why escorting or use of free zones will not be feasible; and a request that the security activity begin the NAC waiver process required by AFI 31-501. The service provider shall require affected employees to complete investigative questionnaires and fingerprint cards supplied by the servicing security activity.

4.8.4 The service provider shall provide information for obtaining interim and final security clearances for employees requiring access to classified information and entry to controlled areas. Only those persons with security clearances who have a "need to know" IAW performance of work shall be given access to classified information or material.

4.8.5 The service provider shall comply with and enforce entry and internal controls, and other physical security requirements applicable to USAF restricted and controlled areas IAW AFI 31-101 and AF Installation Security Program, AFI 31-101V1, and AFSPC Instruction (AFSPCI) 31-209. Compliance includes enforcing these controls in areas where the service provider controls entry. The service provider shall limit requests for restricted area unescorted entry authority to employees whose duties require entry to such area(s) more frequently than once a week and who have been the subject of favorable, completed NACs. Restricted area badges will be issued by 21 SFS/SFAV.

4.8.5.1 The service provider shall prepare an AF Form 2586 IAW AFI 31-101 for each employee qualified for unescorted entry to the restricted area and coordinate access through 21CS/SCBI. Where badges (AF Forms 1199x, or equivalent) are issued and used for circulation control, the service provider shall prepare an AF Form 2586.

4.8.5.2 The service provider shall establish controls which assure the retrieval of badges issued to employees who strike, quit (with or without notice), die, or are barred by the 21 SW Commander's written order IAW AFI 31-101. The service provider's security officer shall conduct an annual "hands-on" inventory of all Controlled/Restricted Area(s) badges issued to service provider employees. Results shall be made available

to the Unit Security Manager through the FAC or QAE within 5 business days of completion.

4.8.10 The service provider shall conduct physical security indoctrination and annual refresher training for employees requiring unescorted entry to USAF Controlled/Restricted Area(s). This training will cover, at a minimum, locally established physical security procedures and threat condition measures, entry control and escort procedures, individual security awareness responsibilities, and security reporting and alerting system.

4.8.11 The service provider shall appoint a security representative who is knowledgeable and capable of administering the Industrial Security Program IAW DOD 5220.22-M.

4.8.13 The service provider shall ensure the combination locks, cipher locks and authentication codes to each vault door are changed at least annually or more often if any of the data changes or personnel no longer require access. Contact 21 SFS at (719) 554-5281 to set up an authentication code for each facility. Provide copies of the combination on a separate SF700 to authorized personnel. The envelope containing such information shall be marked with the security level IAW governing security directives, to include building number, safe/vault number, and date of the combination change. The service provider shall also provide authorized personnel the cipher lock combinations and authentication codes for the ADOs in Buildings 1, 2, and 1470. Access to all government provided lock combinations shall be controlled in order to preclude unauthorized entry.

4.8.14 The service provider shall immediately report any occurrence of all suspected and known postal offenses or losses to the QAE IAW DOD 4525.6-M, Volume 2, Chapter 7 and to the USPS Postal Inspector's office, Colorado Springs, CO.

4.8.15 The service provider shall open and close dock doors in Buildings 1, 2, and 1470 IAW instructions issued by 21 SFS.

4.8.16 The service provider shall use the following procedures upon initial opening of the vault in Buildings 1, 2, and 1470:

4.8.16.1 Call the alarm monitor at extension (to be provided at contract award) - The individual shall identify himself/herself to the alarm monitor and the location of the vault to be opened and continue with operations IAW instructions to be provided.

4.9 PHYSICAL SECURITY

4.9.1 The service provider shall establish and implement methods for ensuring key/combination control. The service provider shall ensure that all keys issued by the government are not lost, duplicated, or used by unauthorized persons. Do not duplicate any key issued by the government without government approval. Report any occurrences of lost keys/suspected unauthorized combination disclosures to the QAE or CO. In the event keys are lost or duplicated, the service provider shall be required to re-key or

replace the affected lock(s). The government may, however, at its discretion, replace the affected lock(s), or perform re-keying. When the replacement of locks, or re-keying is performed by the government, the total cost of re-keying or replacement of locks will be deducted from the monthly payment due the service provider.

4.10 EMISSION SECURITY (EMSEC)

4.10.1 The service provider shall comply with EMSEC user requirements IAW AFI 33-203. Appoint an EMSEC POC to work EMSEC issues with the government.

4.11 COMSEC ACCOUNT MANAGEMENT

4.11.1 The service provider shall adhere to all COMSEC requirements IAW AFI 33-209, AFI 33-210, AFI 33-211, and AFI 33-212.

4.11.2 The service provider shall ensure Privacy Act and "For Official Use Only" materials are safeguarded IAW DOD 5400.7-R and AFI 33-332.

4.12 OCCUPATIONAL HEALTH

4.12.1 The service provider shall maintain safe and healthful conditions in all areas for employees IAW federal, state, and local regulations/standards.

4.12.2 The service provider may use or adopt a consensus occupational health or environmental protection standard published by a nationally recognized activity (e.g., the American Conference of Governmental Industrial Hygienists, etc.) that is more stringent. When this occurs, the service provider shall notify the CO, cite specifics, and request concurrence. The government will assume no liability or responsibility for the service provider's compliance with such requirements.

4.12.3 The service provider shall implement and conduct the Federal Hazard Communication Standard 29, Code of Federal Regulation 1910.1200 for service provider employees exposed to or potentially exposed to hazardous materials. The written plan shall be maintained on file and available for government review.

4.12.4 The service provider shall maintain a Material Safety Data Sheets (MSDS) file for all hazardous materials used on the site available for government review. The service provider shall maintain a list of all hazardous materials used on the site and cross-reference this list with the MSDS file. Upon contract award, and prior to contract start date, the service provider shall supply a copy of all MSDSs intended for use under the contract to 21 AMDS/SGPB. After the initial submission, an MSDS shall be submitted for all new hazardous materials used for contract performance.

4.12.6 Because a potential exists for exposure to RF radiation (RFR), the service provider shall incorporate the Permissible Exposure Limits of the IEEE C95.1-1991, "IEEE Standard for Safety Levels with Respect to Human Exposure to RF

Electromagnetic Fields, 3 kilohertz to 300 GHZ,” 27 April 1992. The service provider shall perform the following:

4.12.6.1 Appoint, in writing, a unit radiation safety officer who will act as the POC for RFR safety issues

4.12.6.2 Report all RFR incidents or suspected overexposures, in writing, to PAFB Bioenvironmental Engineering, 21 AMDS/SGPB, within 24 hours of occurrence IAW AFI 91-301.

4.12.7 The service provider shall minimize or eliminate the risk of environmental pollution to the maximum extent practicable.

4.12.8 The service provider must comply with all federal, state, local, and PAFB regulations pertaining to silver recovery discharges. All silver recovery units must be approved by the installation Bioenvironmental Engineering Office. These systems must be monitored IAW PAFB requirements.

4.12.9 The service provider shall maintain records on stationary items that have the potential to contain air emissions. These include, but are not limited to, generators, hazardous materials, and paint booths.

4.13 SAFETY

4.13.1. The service provider shall maintain safe and healthful conditions for all personnel performing, or coming into contact with, the work required by this SOW. "Safe and Healthful" conditions shall mean conditions promulgated under U.S. Public Law 91-596 (OSHA).

4.13.1.1. The service provider shall maintain a written safety plan, available upon request for government review.

4.13.1.2. The service provider, operating from AF owned facilities and using AF equipment, is subject to inspection by federal and state safety and health officials.

4.13.2. The service provider shall report to 21SW Safety office mishaps involving AF personnel, property, and equipment within 24 hours of the provider becoming aware of an occurrence.

4.13.2.1. The service provider shall recognize the AF authority to conduct investigations of mishaps involving AF personnel, property, or equipment.

4.13.3. The service provider shall not store more than 999 power actuated tool cartridges on site.

4.13.4 Service provider employees operating privately owned vehicles on AF installations shall wear seatbelts. Service provider employees operating government

vehicles on or off AF installations shall wear seatbelts.

4.13.5 Service provider employees operating a motorcycle on AF installations shall wear an American National Standards Institute or Snell Foundation approved helmet and face shield or goggles. They must also complete a safety course that includes hands-on training and evaluation.

4.14 ENVIRONMENTAL COMPLIANCE ASSESSMENT AND MANAGEMENT PROGRAM (ECAMP)

4.14.1 The service provider shall support the PAFB ECAMP established and provided by the government. Peterson Complex, tenants, and service providers, are evaluated annually for compliance with federal, state, local, AF, and AFSPC environmental laws, regulations, and policies.

4.14.2.1 The service provider shall train all employees in the proper use and disposal of chemicals and hazardous materials. The service provider shall ensure the employees handle hazardous materials IAW manufacturer's directions, label information, MSDS requirements, and all applicable federal, state, local, and AF requirements. In the event any new chemicals are authorized for use, employees will be informed and a copy of the required MSDS will be filed appropriately.

4.14.2.2 The service provider shall immediately report all spills, leaks, or releases of hazardous and non-hazardous materials to QA personnel. The service provider shall take measures to contain and cleanup spills, leaks, or releases, and shall cooperate and interface with 21SW personnel, Spill Response Team, and the PAFB Fire Department.

4.14.2.3 The service provider shall not store any hazardous or non-hazardous materials at PAFB without approval by the CO. The service provider shall not conduct process treatments on PAFB, and shall remove from PAFB any hazardous or non-hazardous materials generated, by the end of each workday. The service provider shall follow all federal, state, and local laws regarding generation and disposal of waste. The service provider shall collect, transport, and dispose of all generated waste under state and Environmental Protection Agency (EPA).

4.14.3. The service provider shall submit an AF Form 3952, Chemical Hazardous Material Request/Authorization, to the PAFB HazMart, 21 LGS/LSS, accompanied by the relevant MSDS for each chemical or other product proposed to be used. The service provider is authorized to use the substance after the review process is complete and the QAE concurs.

4.14.4 The service provider shall submit a report to the QAE reflecting names and amounts of chemicals used by the service provider for performance, during each calendar quarter. The report shall be provided by the last day of each quarter (Oct-Dec, Jan-Mar, etc.) to the Environmental Flight.

4.14.5 The service provider shall utilize materials containing recycled products and environmentally preferred products that meet the EPA Comprehensive Procurement Guidelines IAW Executive Order 13101, Resource Conservation and Recovery Act, Sect 4002, and PAFB Affirmative Procurement Plan. The information may be found on the EPA website at www.epa.gov/cpg. The service provider shall only use paper containing at a minimum 30% post consumer product white paper. Other products will be IAW EPA's CPG.

4.14.6 The service provider shall participate in the PAFB recycling program to maintain the proper diversion rate IAW AFI 32-7042. As a minimum, the service provider shall recycle white office paper, cardboard, aluminum cans, and toner cartridges.

4.14.7 If any work takes place within the Colorado Springs Municipal Airport Historic District, specifically buildings 979, 980, 981, 982, and 999, which are listed on the National Register of Historic Places, the service provider will closely coordinate with the CO to ensure compliance with The Secretary of the Interiors Standards for the Treatment of Historic Buildings, the Secretary of the Interiors Standards for Rehabilitation of Historic Buildings, and AFI 32-7065 Cultural Resources Management. Any proposed action taking place within the Historic District must be specifically pre-approved by the QAE after consultation with the 21 CES/CEV Natural/Cultural Resource Manager.

4.15 PERFORMANCE OF SERVICES DURING CRISIS DECLARED BY THE NATIONAL COMMAND AUTHORITY

4.15.1 The service provider shall be required to provide services during periods of crisis unless otherwise directed by an authorized government representative.

APPENDIX 1

ACRONYMS
AND DEFINITIONS

GENERAL ACRONYMS

A_o	Operational Availability
ADPE	Automated (Automatic) Data Processing Equipment
AF	United States Air Force
AFB	Air Force Base
AFI	Air Force Instruction
AFMAN	Air Force Manual
AFOSH	Air Force Occupational Safety and Health Standards
AFPDC	Air Force Publications Distribution Center
AFSAT	Air Force Satellite Communications
AFSPC	Air Force Space Command
AFSPCI	Air Force Space Command Instruction
AFSSI	Air Force Systems Security Instruction
AFTO	Air Force Technical Order
AISSO	Alternate Information Systems Security Officer
BCE	Base Civil Engineering
BVIM	Base Visual Information Manager
BVISC	Base Visual Information Support Center
C4	Command, Control, Communications, and Computer System
CA/CRL	Custody Authorization/Custody Receipt Listing
CAIRS	Call Accounting Retrieval System
CAMS	Core Automated Maintenance System
CF	Cubic Feet
CO	Contracting Officer
COMSEC	Communications Security
CPU	Central Processing Unit
CS	Communications Squadron
CSA	Commercial Service Agreement
CSIR	Communications-Computer System Installation Record
CS OI	Communications Squadron Operating Instruction
CSRD	Communications-Computer System Requirement Document
CSSO	Computer System Security Officer
DAA	Designated Approving Authority
DCG	Disaster Control Group
DEPCON	Defense Enterprise Print Controller
DISA	Defense Information Systems Agency
DOD/DD	Department of Defense
DODI	Department of Defense Instruction
DSCS	Defense Satellite Communications System
DSN	Defense Switched Network

EAM	Emergency Action Message
ECAMP	Environmental Compliance Assessment and Management Program
ECCM	Electronic Counter-Counter Measures
ECO	Equipment Control Officer
EIL	Equipment Inventory List
EMSEC	Emissions Security
EMSS	Enhanced Mobile Satellite Services
EPA	Environmental Protection Agency
ESD	Electron Static Discharge
FAC	Functional Area Chief
FARM	Functional Area Records Manager
FM	Frequency Management
GBR	Ground Based Radio
GFE	Government-Furnished Equipment
GFP	Government-Furnished Property
GHZ	Gigahertz
GSU	Geographically Separated Unit
HQ	Headquarters
HZ	Hertz
IAW	In Accordance With
ID	Identification
IEEE	Institute of Electrical and Electronic Engineers
IM	Information Management
LAN	Local Area Network
LMR	Land Mobile Radio
MAJCOM	Major Command
MAN	Metropolitan Area Network
MEO	Most Efficient Organization
MILSTAR	Military Strategic/Tactical Relay
MSDS	Material Safety Data Sheet
NAC	National Agency Check
NCC	Network Control Center
NORAD	North American Aerospace Defense Command
NOSC	Network Operations Security Center
O&M	Operations and Maintenance
OI	Operating Instruction
OPLOC	Operating Location
OPR	Office of Primary Responsibility
OSHA	Occupational Safety and Health Act
PAFB	Peterson Air Force Base
PC	Personal Computer
PM	Program/Project Manager
PMI	Preventive Maintenance Inspection/Instruction
POC	Point of Contact
PWCS	Personal Wireless Communications Service

QA	Quality Assurance
QAE	Quality Assurance Evaluator
QC	Quality Control
QPP	Quality Program Plan
QSR	Quality Status Report
RF	Radio Frequency
RFR	Radio Frequency Radiation
RM	Records Manager/Records Management/Room
S	Secret
SCI	Sensitive Compartment Information
SDS	Service Delivery Summary
SF	Standard Form
SIPRNET	Secure Internet Protocol Router Network
SMSP	System Management and Security Plans
SOW	Statement of Work
ST&E	Security, Test & Evaluation
STU	Secure Telephone Unit
SW	Space Wing
TCO	Telephone Control Officer
TDSP	Time Distribution System Preprocessor
TDY	Temporary Duty
TMDE	Test Measurement Diagnostic Equipment
TO	Technical Order
TRS	Tracking and Reporting System
TS	Top Secret
UHF	Ultra High Frequency
U.S.	United States
USSPACECOM	United States Space Command
USSTRATCOM	United States Strategic Command
VI	Visual Information
VIEP	Visual Information Equipment Plan
VTC	Video Teleconferencing
WAN	Wide Area Network
WOC	Wing Operations Center

GENERAL DEFINITIONS

35MM SLIDE Defined as a black-and-white or full color, overhead projection image, prepared in 35mm format, and outputted to a 35mm film recorder.

APPROVAL TO OPERATE Concurrence by the DAA that minimum security requirements are met and there is an acceptable level of risk.

ADPE Refers to a computer system; any equipment or interconnected system or subsystem of equipment that is used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information.

BASIC LEVEL OF SERVICE Defined as those activities outlined in the 21 SW Support Services Catalog

BIDDER'S LIBRARY The purpose of the bidder's library is to allow bidding service providers access to all applicable documentation in a central location. Upon completion of the contract award process, the successful service provider shall collect the library and continue to maintain it throughout the life of the contract. The content of the bidder's library shall contain the following:

1. GFE listings
2. Work load estimates
3. Schematics, specifications, red-lined drawings, blue prints
4. AFIs, TOs, and OIs
5. Master Document List

CANNIBALIZATION Cannibalization is the authorized removal of a specific assembly, subassembly, or part from one system, support system, or equipment end item for installation of another end item to meet priority mission requirements with an obligation to replace the removed item.

COMMUNICATION SYSTEM An overall term used to describe communications from an engineering aspect including all the associated equipment and transmission media.

COMPUTER SYSTEMS A grouping of hardware, software, and telecommunications components.

COMSEC Consists of those actions to preclude unauthorized persons from obtaining valuable information. It includes cryptographic security.

COMSEC RESPONSIBLE OFFICER The individual formally designated, in writing, to the COMSEC account as being responsible for COMSEC material and equipment at a user's location.

CONTROLLED AREA Any building, area, or structure containing AF resources which are lucrative targets for theft, compromise, or destruction and to which entry must be limited in order to provide more protection.

CUSTOMER A requester of products or services. Customers may include any authorized individual from PAFB organizations, tenant organizations, GSUs, or other AF, DOD, or government agency authorized to procure products or services. Customers may be identified as “requesters” on authorized work requests. The validation of VI customer status, if required, is accomplished by the BVIM.

DESIGNATED REPRESENTATIVE A person who is empowered to act on behalf of the Installation Commander, or other officials designated in the contract.

DISPOSITION A comprehensive term which includes destruction, salvage, or donation; transfer to staging area or records center; transfer from one organization to another; and retirement to the National Archives.

DOCUMENTS Any paper or other medium on which information, in eye-readable form, has been recorded. Items such as government regulations, manuals, pamphlets, instructions, TOs, commercial manuals, PMIs, OIs, CSIRs, and all other service provider-prepared or acquired publications, records, and documentation necessary for the operation, maintenance, and support of the systems and facilities.

DOWNTIME Loss or reduction of equipment capability that results in degradation of the mission.

EQUIPMENT CUSTODIAN (ADPE) Individual, subordinate to the ECO, who does inventory, use and maintenance recording and reporting, and other custodial duties for specified equipment.

FORMAL CRYPTOGRAPHIC ACCESS Formal documentation of an individual's access to secret COMSEC keying material, and consent to a periodic non-lifestyle counterintelligence polygraph examination.

FAC A government representative having overall responsibility for ensuring that the contracted services are provided by the service provider. Responsible for nominating a qualified QAE possessing the technical expertise required for monitoring contracted services. The FAC for VI is the BVIM.

FUNCTIONAL AREA RECORDS MANAGER (FARM) The person who serves as the POC and monitors the RM program within his or her functional area.

INFOConnect Software that allows a call accounting management system, accounting, and supply person to connect to the various databases at Tinker AFB, OK and the OPLOCs.

LMR A two-way radio communications system comprised of repeater stations used to extend the range of portable and mobile equipment, base station radios used at control centers, and remote control consoles which permit remote operation of a base station.

MAINTENANCE The retention of material and equipment in a serviceable condition or action taken to restore material and equipment to serviceability through repair, rebuilding, and reclamation.

MAINTENANCE SUPPORT Includes maintenance (scheduled and unscheduled) and management necessary to satisfy the maintenance requirements of the using organization. The service provider support includes (as defined herein) repair, lubrication, equipment alignment, installation of government-approved modifications, testing and corrosion control, and the maintenance and dissemination of logs, drawings, records, and forms. Also included, service provider in-plant technical support necessary to resolve equipment problems which are beyond the capability of on-site personnel. In-plant support shall be limited to minimum engineering necessary for restoration of mission capability.

MASTER LIBRARY A library operated and maintained by the service provider. It contains all documents listed in this SOW or required for performance of the contract. Documents may be decentralized from the master library.

MSDS Forms that contain information on the manufacturer, physical hazards, and chemical composition of a product.

NON-SERVICE PROVIDER LIABLE DOWNTIME Downtime caused by events outside the control of the service provider. Some examples are external communications failures, supply difficulties, natural disasters, or downtime resulting from government priorities, interruptions, or errors.

PETERSON COMPLEX Includes wing-level support for NORAD, USSPACECOM, AFSPC, Schriever AFB, Cheyenne Mountain AF Station, and other organizations of the 21SW.

PHYSICAL SECURITY Those actions taken to preserve government property from damage or loss.

PREVENTATIVE MAINTENANCE A procedure of inspecting, testing, aligning, and reconditioning equipment at regular intervals according to specified instructions. Preventative maintenance is intended to prevent failures in service or to retard deterioration.

PRIORITY 1 Assigned to communications equipment or systems whose failure prevents critical mission accomplishment, as well as those supporting national/local emergencies, directly affecting those deemed critical by senior leadership. Also includes 21SW WOC communications outages.

PRIORITY 2 Assigned to communications equipment or systems whose failure severely impairs mission accomplishment, or those that back up priority 1 equipment or systems.

PUBLICATIONS Consists of two types: Departmental, which are AF or other government agency publications issued or prescribed for AF use by headquarters (HQ) AF; Field, which are publications issued by an AF activity below HQ AF.

PUBLICATIONS MANAGER The individual designated to administer the publications management program at a specific level.

PUBLISH The process used to develop, produce, and distribute information in a printed form.

QA Those actions taken by the government to assure services meet the requirements of the SOW.

QAE An individual who checks the degree of service provider compliance with contract requirements.

RECORDS All books, paper, maps, photographs, machine-readable materials, or other documentary materials, regardless of physical form or characteristics, made or received by an agency of the government under federal law or in connection with the transaction of public business and preserved or appropriate for preservation by that agency or its legitimate successor as evidence of the organization, functions, policies, decisions, procedures, operations, or other activities of the government or because of the information value of data in them.

RM The individual designated as the Chief of Records function at a specific level.

REPAIR Restoring a failed or failing facility, system, or item of equipment so it may be used effectively for its designated purpose. Restoring or replacing components damaged by the elements or by fire, storm, explosions, or other disasters. It further consists of overhauling, reprocessing, or replacing deteriorated constituent parts, equipment, or materials.

REQUESTER A “customer” requesting products or services. Requesters may include any authorized individual from PAFB organizations, tenants, GSUs, or other AF, DOD, or government agency authorized to procure products or services. Requesters are identified on authorized work requests. The validation of customer status for VI, if required, is accomplished by the BVIM.

RESTRICTED AREA An area designated by the installation commander that requires control of personnel for security reasons and/or equipment for protection of personnel and property.

SCHEDULED DOWNTIME A period that is prearranged with and approved by the appropriate approving authority.

SERIES When referring to records, it is a group of records relating to the same subject and identified with a particular table and rule outlined in AFMAN 37-139. When referring to publications, it is an established number issued to a publication that identifies it as pertinent to a specific subject matter.

STAGING AREA A storage area that is established to receive, maintain, and service inactive records. This facility retains and disposes of records with a retention period of eight years or less to eliminate the expense of transporting them to records centers. Also, it consolidates shipment of records of permanent and long-term value destined for records centers.

TENANT An organization that receives support from an on-PAFB service provider.

VI BACK-UP SUPPORT VI back-up support pertains to the MAJCOM VI requests for support after MAJCOM VI has exhausted all its resources to satisfy their requirement.

WORKCENTER The area provided by the AF or service provider for employees to perform assigned work as required for service provider operations.

APPENDIX 2

WORKLOAD ESTIMATES

RECORDS MANAGEMENT			
SERVICE	HISTORICAL WORKLOAD	KNOWN CHANGE	ESTIMATED WORKLOAD
OFFICES OF RECORD			
MAJOR COMAND (MAJCOM)	208	+/- 5%	198 - 218
PETERSON COMPLEX	170	+/- 5%	162 - 179
TOTAL FARMs			
MAJCOM	33	+/- 5%	31 - 35
PETERSON COMPLEX	24	+/- 5%	23 - 25
ACT AS FARM			
MAJCOM	18	+/- 5%	17 - 19
PETERSON COMPLEX	8	+/- 5%	8 - 9
STAFF ASSISTANCE VISITS CONDUCTED			
MAJCOM ANNUALLY	122	+/- 5%	116 - 128
PETERSON COMPLEX ANNUALLY	93	+/- 5%	88 - 98
RECORDS IN STORAGE			
UNCLASSIFIED	2539 CUBIC FEET (CF)	+/- 5%	2412 - 2666
CLASSIFIED	15 CF	+/- 5%	14 - 16
RETRIEVALS MONTHLY	50	+/- 5%	48 - 53
RETIREMENT TO FEDERAL RECORDS CENTER ANNUALLY	15 CF	+/- 5%	14 - 16
INCOMING RECORDS ANNUALLY	500 CF	+/- 5%	475 - 525
DESTRUCTION OF RECORDS ANNUALLY	700 CF	+/- 5%	
MATERIAL DESTROYED			
TOP SECRET ANNUALLY	2 TONS	+/- 5%	1.9 - 2.1 TONS
SECRET/CONFIDENTIAL ANNUALLY	2 TONS	+/- 5%	1.9 - 2.1 TONS
PUBLICATIONS MANAGEMENT			
21 SW PUBLICATIONS ANNUALLY	136	+/- 5%	129 - 143
REVIEWS ANNUALLY	68	+/- 5%	65 - 71
21 SW FORMS ANNUALLY	21	+/- 5%	20 - 22
TELEPHONES			
SERVICE			
CALLS PER DAY (24/7 HOUR PERIOD)	1070-1390	20%	1284-1668
CALLS PER MONTH	33170-43090	20%	39804-51708
CONFERENCE CALLS PER MONTH	140	20%	168
FEDERAL TELEPHONE SYSTEM/INTERNATIONAL VOICE SWITCH SYSTEM PER MONTH	1450	20%	1740

HEARTS APART/MORALE CALLS INCOMING/OUTGOING PER WEEK	500-600	20%	600-720
WORK CENTER MANAGEMENT	A MONTH		A MONTH
SERVICE			
CAMS INPUTS/EQUIPMENT/TRAINING	2 HOURS	0	2 HOURS
MAINTENANCE CONTROL	4 HOURS	0	4 HOURS
FACILITY/EQUIPMENT RECORDS	2 HOURS	0	2 HOURS
	HISTORICAL WORKLOAD	KNOWN CHANGE	ESTIMATED WORKLOAD
MAINTAIN CSRD DATABASE	2 HOURS	0	2 HOURS
MAINTAIN RECORDS/FILES	2 HOURS	0	2 HOURS
MAINTENANCE MANAGEMENT	2 HOURS	0	2 HOURS
NOT REPAIRABLE THIS STATION VERIFICATION	30 MINS	0	30 MINS
PUBLICATIONS MANAGEMENT	2 HOURS	0	2 HOURS
SAFETY MANAGEMENT	15 MINS	0	15 MINS
SUPPLY MANAGEMENT	1 HR	0	1 HR
TMDE MANAGEMENT	30 MINS	0	30 MINS
SERVICE: INSTALLATION SPECTRUM MANAGEMENT			
FM EDUCATION	1 HR	0	1 HR
KEEP RF AUTHORIZATION CURRENT	8 HOURS	0	8 HOURS
MAINTAIN SPECTRUM XXI DATABASE	2 HOURS	0	2 HOURS
WORK ELECTROMAGNETIC INTERFERENCE PROBLEMS	12 HOURS	0	12 HOURS
WORK SPECTRUM MIGRATION PLANS	12 HOURS	0	12 HOURS
SERVICE: PWCS MANAGEMENT			
PWCS TECHNICAL SOLUTIONS	8 HOURS	0	8 HOURS
PAGER CUSTOMER SERVICE	4 HOURS	0	4 HOURS
EXPORT TRACKING AND REPORTING SYSTEM (TRS) DATA TO MAJCOM	1 HR	0	1 HR
IRIDIUM LOANER/CUSTOMER SERVICE	1 HR	0	1 HR
NARROW BAND MIGRATION PLAN	4 HOURS	0	4 HOURS
TRUNKING MIGRATION PLAN	4 HOURS	0	4 HOURS
ANNUAL PWCS VALIDATION	1 HR	0	1 HR
CONTRACT SERVICE AGREEMENT	1 HR	0	1 HR
SERVICE: PWCS MANAGER			
CELLULAR BILLS/RECONCILIATION	26 HOURS	0	26 HOURS
	HISTORICAL WORKLOAD	KNOWN CHANGE	ESTIMATED WORKLOAD
SERVICE			
PROCESS REQUIREMENTS FOR NEW AND REPLACEMENT PHONE S	22 HOURS	0	22 HOURS
ASSIST CUSTOMER	12 HOURS	0	12 HOURS

ACTIVATE NEW AND REPLACEMENT PHONE	16 HOURS	0	16 HOURS
LMR	1 HOUR	0	1 HR
PAGERS	1 HOUR	0	1 HR
REVALIDATIONS	16 HOURS	0	16 HOURS
RADIO MAINTENANCE	10 HOURS	0	10 HOURS
MILSTAR MAINTENANCE	1 HOUR	0	1 HR
MILSTAR OPERATIONS	16 HOURS	0	16 HOURS
HELP DESK	2 HOURS	0	2 HOURS
TMDE	1 HOUR	0	1 HR
CA/CRL	1 HOUR	0	1 HR
RF MONITOR	1 HOUR	0	1 HR
UPDATE COMPUTER DATA	8 HOURS	0	8 HOURS
LOANER PHONES	20 HOURS	0	20 HOURS
COMSEC	2 HOURS	0	2 HOURS
TERMINATE/SUSPEND PHONES	2 HOURS	0	2 HOURS
SERVICE: RADIO/MILSTAR MAINTENANCE			
AUGMENT MILSTAR OPERATIONS	36 HOURS	0	36 HOURS
SCHEDULED MAINTENANCE. ON MILSTAR	15 HOURS	0	15 HOURS
UNSCHEDULED MAINTENANCE ON MILSTAR	8 HOURS	0	8 HOURS
SCHEDULED MAINTENANCE ON RADIO EQUIPMENT	3.45 HOURS	.52 HOURS	2.93 HOURS
UNSCHEDULED MAINTENANCE ON RADIO EQUIPMENT	13.5 HOURS	2.1 HOURS	11.4 HOURS
SAFETY MONITOR	4 HOURS	0	4 HOURS
SIP MONITOR	16 HOURS	0	16 HOURS
HAZARDOUS CHEMICALS MANAGEMENT	4 HOURS	0	4 HOURS
PERFORM TO DISTRIBUTION	16 HOURS	0	16 HOURS
PERFORM TMDE	4 HOURS	0	4 HOURS
PERFORM ADMINISTRATIVE OFFICE WORK	64 HOURS	0	64 HOURS
SERVICE: LMR MANAGEMENT			
RADIO PROGRAMMING	24 HOURS	0	24 HOURS
UPDATES TRS	24 HOURS	0	24 HOURS
DISTRIBUTE INVENTORIES FOR ANNUAL RE-VALIDATION	1.6 HOURS	0	1.6 HOURS
PROCESS CSRD REQUIREMENTS	8 HOURS	0	8 HOURS
COORDINATING SERVICE PROVIDER LMR MAINTENANCE	8 HOURS	0	8 HOURS
MANAGE LOANER PROGRAM	3.2 HOURS	0	3.2 HOURS
SERVICE	HISTORICAL WORKLOAD	KNOWN CHANGE	ESTIMATED WORKLOAD
IMPLEMENT A CUSTOMER EDUCATION	1.6 HOURS	0	1.6 HOURS

PROGRAM			
ESTABLISH FREQUENCY REQUIREMENTS	1.6 HOURS	0	1.6 HOURS
PREPARE CONVERSION PLAN FOR NATIONAL TELECOM INFORMATION ADMINISTRATION NARROW-BAND MIGRATION	32 HOURS	0	32 HOURS
ESTABLISHES WRITTEN PROCEDURES FOR SETTING DATA ENCRYPTION STANDARD CODES ON RADIOS	1.6 HOURS	0	1.6 HOURS
MAINTAIN ASSETS, ANCILLARY EQUIPMENT AND MANUALS	3.2 HOURS	0	3.2 HOURS
VERIFY EQUIPMENT OUTAGES AND NOTIFY MAINTENANCE SERVICE PROVIDER	16 HOURS	0	16 HOURS
UPDATE NCC WITH OUTAGE REMEDIES	8 HOURS	0	8 HOURS
INVENTORY AND MAINTAIN LMR EQUIPMENT	8 HOURS	0	8 HOURS
GBR	8 HOURS	0	8 HOURS
CELL PHONE MANAGER	1.6 HOURS	0	1.6 HOURS
SUPPLY MONITOR	1.6 HOURS	0	1.6 HOURS
TOOL MONITOR	1.6 HOURS	0	1.6 HOURS
ESD MONITOR	1.6 HOURS	0	1.6 HOURS
MILSTAR/AFSAT OPERATIONS	A MONTH		A MONTH
AFTER DUTY HOUR NCC HELP DESK/REMEDY/EVENTS LOG/ WEATHER REPORTING/RECALL PROCEDURES	40	0.01	40.40
PERFORM POWER ON/OFF PROCEDURES FOR AN/FRC-181 MILSTAR TERMINAL	20	0	20.00
PERFORM DAILY PMI ON MILSTAR/AFSAT EQUIPMENT	10	0	10.00
MAINTAIN HIGH SPEED PRINTER	20	0.01	20.20
MAINTAIN AND UPDATE 24 HOUR MASTER STATION LOG	40	0.01	40.40
COMSEC KEY LOADING	20	0.02	20.40
MAINTAIN THE MILSTAR/AFSAT NETWORK	100	0.01	101.00
CONTROL AFSAT SATELLITES DURING EAM DISTRIBUTION	80		80.00
CONTROL POLAR AFSAT OPERATIONS	75	0.01	75.75
ESCORT PERSONNEL WITHIN THE AREA OF MILSTAR/AFSAT BUILDING 1040	40	0	40.00
NET CONTROL DUTIES FOR MILSTAR NETWORK	30	0.01	30.30
BEAM MANAGEMENT PROCEDURES	40	0	40.00
SERVICE	HISTORICAL	KNOWN	ESTIMATED

	WORKLOAD	CHANGE	WORKLOAD
CONFIGURE MODEM FOR ULTRA HIGH FREQUENCY (UHF) OPERATIONS	50	0.015	50.75
PUBLICATIONS AND FORMS MONITOR	10	0.02	10.20
TROUBLE SHOOT MILSTAR/AFSAT TERMINAL	20	0	20.00
RESPONSIBLE FOR OPERATING: SECURE INTERNET PROTOCOL ROUTER NETWORK (SIPRNET) ACCOUNT	5	0	5.00
PERFORM AND MAINTAIN EPHEMERIS DATA FOR MILSTAR TERMINAL	20	0	20.00
PERFORM OVER THE AIR RE-KEY PROCEDURES	40	0.01	40.40
MONITOR SPECTRUM ANALYZER	30	0.01	30.30
MAINTAIN AND OPERATE PORTABLE DATA RECORDER	15	0	15.00
MAINTAIN AND OPERATE RESOURCE UTILIZING GATHERING SYSTEM	25	0.01	25.25
PROVIDE 24 HOUR SERVICE TO USSPACECOM COMMAND CENTER, AND MISSILE WARNING CENTER	125	0	125.00
MILSTAR/AFSAT SHIFT LEADS	A MONTH		A MONTH
AFTER DUTY HOURS NCC HELP DESK/REMEDY/EVENTS LOG/WEATHER REPORTING/RECALL PROCEDURES	64	0.01	64.64
PERFORM POWER ON/OFF PROCEDURES FOR AN/FRC-181 MILSTAR TERMINAL	24	0.01	24.24
PERFORM DAILY PMI ON MILSTAR/AFSAT EQUIPMENT	16	0.00	16
MAINTAIN HIGH SPEED PRINTER	12	0.00	12
MAINTAIN AND UPDATE 24 HOUR MASTER STATION LOG	16	0.00	16
COMSEC KEY LOADING	24	0.00	24
MAINTAIN PARAMETERS FOR TDSPP	40	0.01	40.4
CONTROL AFSAT DURING EAM DISTRIBUTION	32	0.00	32
CONTROL POLAR AFSAT OPERATIONS	32	0.01	32.32
ESCORT PERSONNEL WITHIN THE AREA OF MILSTAR/AFSAT BUILDING 1040	40	0.01	40.4
PERFORM NET CONTROL FOR MILSTAR NETWORK	32	0.01	32.32
MAINTAIN TIME STANDARD MODULAR	16	0.00	16
PERFORM BEAM MANAGEMENT PROCEDURES	40	0.00	40

CONFIGURE MODEM FOR UHF OPERATIONS	40	0.01	40.4
SERVICE	HISTORICAL WORKLOAD	KNOWN CHANGE	ESTIMATED WORKLOAD
MAINTAIN SOFTWARE IMAGE FOR SATELLITE APPORTIONMENTS	12	0.01	12.12
PUBLICATIONS AND FORMS MONITOR	8	0.00	8
TROUBLE SHOOT MILSTAR/AFSAT TERMINAL	24	0.00	24
OPERATE SIPRNET ACCOUNT	4	0.01	4.04
PERFORM AND MAINTAIN EPHEMERIS DATA FOR MILSTAR TERMINAL	16	0.00	16
PERFORM OVER THE AIR RE-KEY PROCEDURES	8	0.00	8
MONITOR SPECTRUM ANALYZER	12	0.00	12
MAINTAIN AND OPERATE PORTABLE DATA RECORDER	4	0.01	4.04
MAINTAIN AND OPERATE RESOURCE UTILIZING GATHERING SYSTEM	4	0.01	4.04
PROVIDE 24 HOUR SERVICE TO USSPACECOM COMMAND CENTER, AND MISSILE WARNING CENTER	80	0.01	80.8
COMSEC OFFICER	20	0.01	20.2
CSSO MONITOR	15	0.00	15
SECURITY MONITOR	15	0.00	15
BUILDING MONITOR	24	0.01	24.24
CAMS MONITOR	1	0.00	1
MILSTAR/AFSAT SUPERVISOR OPERATIONS MANAGER	A MONTH		A MONTH
AFTER DUTY HOURS NCC HELP DESK/REMEDY/EVENTS LOG/WEATHER REPORTING/RECALL PROCEDURES	5	0.01	5.05
PERFORM POWER ON/OFF PROCEDURES FOR AN/FRC-181 MILSTAR TERMINAL	4	0.03	4.12
PERFORM DAILY PMI ON MILSTAR/AFSAT EQUIPMENT	6	0.00	6
MAINTAIN HIGH SPEED PRINTER	2	0.00	2
MAINTAIN AND UPDATE 24 HOUR MASTER STATION LOG	2	0.00	2
COMSEC KEY LOADING	7	0.01	7.07
MAINTAIN PARAMETERS FOR MILSTAR/AFSAT NETWORK	8	0.01	8.08
CONTROLS AFSAT DURING EAM DISTRIBUTION	6	0.02	6.12

CONTROLS POLAR AFSAT OPERATIONS	6	0.01	6.06
SERVICE	HISTORICAL WORKLOAD	KNOWN CHANGE	ESTIMATED WORKLOAD
ESCORT PERSONNEL WITHIN THE AREA OF MILSTAR/AFSAT BUILDING 1040	5	0.01	5.05
CONTROL MILSTAR NETWORK	8		8
PERFORMS BEAM MANAGEMENT PROCEDURES	4	0.01	4.04
CONFIGURE MODEM FOR UHF OPERATIONS	8	0.00	8
PUBLICATIONS AND FORMS MONITOR	3	0.00	3
TROUBLE SHOOT MILSTAR/AFSAT TERMINAL	4	0.01	4.04
OPERATE SIPRNET ACCOUNT	4	0.00	4
PERFORM AND MAINTAIN EPHEMERIS DATA FOR MILSTAR TERMINAL	2	0.02	2.03
PERFORM OVER THE AIR RE-KEY PROCEDURES	2	0.02	2.04
MONITOR SPECTRUM ANALYZER	3	0.00	3
MAINTAIN AND OPERATE PORTABLE DATA RECORDER	2	0.00	2
MAINTAIN AND OPERATE RESOURCE UTILIZING GATHERING SYSTEM	2	0.00	2
PROVIDE 24 HOUR SERVICE TO USSPACECOM, COMMAND CENTER, AND MISSILE WARNING CENTER	4	0.01	4.04
24/7 CELL PHONE AND STU-III SERVICES	3	0.01	3.03
TRAINING MONITOR FOR OPERATIONS	4	0.00	4
COMSEC OFFICER	5	0.01	5.05
CSSO MONITOR	3	0.00	3
SECURITY MONITOR	3	0.00	3
BUILDING MONITOR	6	0.01	6.06
CAMS MONITOR	0.25	0.00	0.25
PLANS AND PROGRAMS FOR MILSTAR/AFSAT	10	0.00	10
REPRESENT MILSTAR/AFSAT IN MEETINGS WITH USSPACE/AFSPC/NORAD	4	0.00	4
WRITING AND REQUESTING SCHEDULED AND UNSCHEDULED DOWN TIME FOR OUTAGES	2	0.01	2.02
VISUAL INFORMATION	HISTORICAL WORKLOAD	KNOWN CHANGE	ESTIMATED WORKLOAD
AUDIO LOCATION JOBS	1312 MANHOURS /	10%	1443.2 MANHOURS /

	YEAR		YEAR
LOCATION VIDEOGRAPHY	500 MANHOURS / YEAR	50%	750 MANHOURS / YEAR
AUDIO LOCATION JOBS / OVERTIME	171 MANHOURS / YEAR	5%	179.5 MANHOURS / YEAR
AUDIO/VIDEO JOBS (EDITING)	300 MANHOURS / YEAR	30%	390 MANHOURS / YEAR
MAINTENANCE	715 MANHOURS / YEAR	0%	715 MANHOURS / YEAR
ADMINISTRATIVE	726 MANHOURS / YEAR	15%	829 MANHOURS / YEAR
MEETINGS / TRAINING	130 MANHOURS / YEAR	0%	130 MANHOURS / YEAR
EQUIPMENT CHECKOUT & SETUP	436.5 MANHOURS / YEAR	10%	480 MANHOURS / YEAR
PUBLIC ADDRESS LOCATION SUPPORT	304 PER YEAR	10%	334 PER YEAR
VIDEO DUPLICATION	100 MANHOURS / YEAR	200%	200 MANHOURS / YEAR
VIDEO TELECONFERENCE SUPPORT 200%	8 TELECONFER ENCES / YEAR		
160 TELECONFERENCES / YEAR			
GRAPHICS CERTIFICATES	1019 UNITS / YEAR	0%	1019 UNITS / YEAR
FOAMCORE MOUNTED POSTERS	565 UNITS / YEAR	10%	622 UNITS / YEAR
POSTER LAMINATIONS	228 UNITS / YEAR	10%	251 UNITS / YEAR
GRAPHICS NAMEPLATES	322 UNITS / YEAR	10%	354 UNITS / YEAR
GRAPHICS BLACK AND WHITE POSTERS	146 UNITS / YEAR	10%	161 UNITS / YEAR
GRAPHICS COLOR POSTERS UNMOUNTED	198 UNITS / YEAR	10%	217 UNITS / YEAR
ILLUSTRATOR PUBLICATION PAGES	120 PAGES / YEAR	50%	180 PAGES / YEAR

COLOR PAPER COPIES	8569 COPIES / YEAR	50%	12,854 COPIES / YEAR
4" X 6" PRINTS FROM DIGITAL IMAGES	15,612 PRINTS / YEAR	400%	62,448 PRINTS / YEAR
5" X 7" PRINTS FROM DIGITAL IMAGES	2876 PRINTS / YEAR	400%	11,504 PRINTS / YEAR
ALERT PHOTOGRAPHY SUPPORT			
LOCATION PHOTOGRAPHY JOBS			
STUDIO PHOTOGRAPHY JOBS			
CV/CINC PHOTOGRAPHY JOBS			
GRAPHICS DESIGN JOBS			
SERVICE	HISTORICAL WORKLOAD	KNOWN CHANGE	ESTIMATED WORKLOAD
8" X 10" PRINTS FROM DIGITAL IMAGES	3043 PRINTS / YEAR	400%	12,172 PRINTS / YEAR
12" X 18" PRINTS FROM DIGITAL IMAGES	101 PRINTS / YEAR	200%	300 PRINTS / YEAR
POLAROID 59 COLOR FILM (PASSPORTS)	760 PRINT SHEETS / YEAR	10%	836 PRINT SHEETS / YEAR
OFFICIAL PASSPORT PHOTOGRAPHY	1520 PASSPORT PHOTOS / YEAR	10%	1672 PASSPORT PHOTOS / YEAR
DIGITAL IMAGE ARCHIVE CDR'S	641 CD'S / YEAR	400%	2564 CD'S / YEAR
DIGITAL IMAGE ARCHIVE 3.5" DISKETTE	556 3.5" DISKETTES / YEAR	-50%	278 3.5" DISKETTES / YEAR
DIGITAL IMAGE ARCHIVE OMEGA ZIP DISKS	50 ZIP DISKETTES / YEAR	-50%	25 ZIP DISKETTES / YEAR
DIGITAL VIDEO DISK	UPCOMING REQUIREMENT	UNKNOWN	100 DVD'S / YEAR
MINI DIGITAL VIDEO TAPE	30 MINI DV TAPES / YEAR	300%	90 MINI VIDEO TAPES / YEAR
VIDEO TAPE 120 MINUTE	47 TAPES / YEAR	300%	138 TAPES / YEAR
VIDEO TAPE 60 MINUTE	25 TAPES / YEAR	300%	75 TAPES / YEAR
WORK ORDERS PROCESSED & COMPLETED	2701 WORK ORDERS /	10%	2971 WORK ORDERS /

	YEAR		YEAR
DCG SUPPORT (CONTINGENCY)	60 MANHOURS / YEAR	APPROXIMATE LY +50%	90 MANHOURS / YEAR

APPENDIX 3

GOVERNMENT FURNISHED PROPERTY

VISUAL INFORMATION:

BUILDING 418

TELEPHONE OPERATIONS:

BUILDING 1038 ROOM 12

RECORDS/PUBLICATIONS MANAGEMENT:

BUILDING 672 AND 600 (DESTRUCTION FACILITY)

LMR/GBR/PWCS/FM:

BUILDING 1038 ROOM 9

MILSTAR/AFSAT

BUILDING 1040 AND 1040A

APPENDIX 4

GOVERNMENT FURNISHED EQUIPMENT

LMR/PWCS		
NAME	LOCATION	QTY
C2001A HP LASERJET 4 PRINTER	1038/Rm 9	1
MONITOR M17	1038/Rm 9	1
DELL PIII 500 MHZ GX1 /T+ MMP-500	1038/Rm 9	1
450MHZ P-II CENTRAL PROCESSING UNIT (CPU) MMP-450 XPS	1038/Rm 9	1
17" MONITOR D1025TM	1038/Rm 9	1
HP LASERJET 2100 C4170A	1038/Rm 9	1
MONITOR, 17", DELL	1038/Rm 9	1
MONITOR, 17", DELL	1038/Rm 9	1
COLOR INKJET PRINTER 1600C	1038/Rm 9	1
17" MONITOR D1025TM	1038/Rm 9	1
III/500MHZ CPU MMP500	1038/Rm 9	1
INSPIRON PENTIUM II NOTEBOOK TS30T	1038/Rm 9	1
HP SCANJET 6200CSE SCANNER C6272A	1038/Rm 9	1
T550MHZ CPU, PIII 550MHZ, DELL XPS	1038/Rm 9	1
DESKTOP, PIII-1GHZ, DELL	1038/Rm 9	1
MONITOR, 17", DELL P793	1038/Rm 9	1
HP LASERJET 4 PRINTER C2001A	1038/Rm 9	1
CPU, P-II/400 GP6-400	1038/Rm 9	1
GATEWAY 17" COLOR MONITOR EV700	1038/Rm 9	1
HP DESKJET 820CSE COLOR PRINTER 820-CSE	1038/Rm 9	1
17" MONITOR D1025TM	1038/Rm 9	1
PENTIUM III/500MHZ CPU MMP500	1038/Rm 9	1
ANALYZER CHARGER	1038	1
STU-III, 1500SL	1038	3
SATPHONE, INMAR	1038	2
KG 34	1038	2
KG-84A	1038	2
KOI-18	1038	3
ANALYZER DISTORTION	1038	1
ANALYZER SPECTRUM	1038	1
MULTIMETER	1038	1
ANALYZER, SPECTRUM	1038	1
WATTMETER	1038	1
TELEPHONE, TS	1038	1
TEST SET, TELEPHONE	1038	1

COUNTER MIL-C-9	1038	1
AMPLIFIER	1038	1
KEY GENERATOR	1038	1
KG-84A	1038	3
KG 34	1038	3
KGV-11A	1038	2
KG 19	1038	1
KYK 13	1038	2
OSCILLOSCOPE	1038	1
TEST SET (TS-3721/U)	1038	1
OSCILLOSCOPE	1038	1
GENERATOR SIGNAL	1038	1
MULTIMETER	1038	1
RF TEST SET	1038	1
VOLTMETER ELECTRONIC	1038	1
AMPLIFIER RF	1038	2
TEST SET, RADIO	1038	1
TEST SET 435A	1038	1
TEST SET (TS-3722/U)	1038	1
TRANSMITTER RADIO	1038	3
RECEIVER RADIO	1038	1
RECEIVER RADIO	1038	3
RECEIVER RADIO	1038	3
ANTENNA	1038	2
TRANSMITTER RADIO	1038	7
GENERATOR SIGNAL	1038	1
REFRIGERATOR	1038	1
TELEVISION	1038	1
MICROWAVE OVEN	1038	1
EUREKA VACUUM	1038	1
STEREO	1038	1
VCR	1038	1
BATTERY CHARGERS/CONDITIONERS + ADAPTERS	1038	2
CELLULAR PHONES	1038	116
SHREDDER	1038	1
MOTOROLA XTS3000 LMR	1038	6
MOTOROLA SABER LMR	1038	11
MOTOROLA HT1000 LMR	1038	2
MOTOROLA HT600 LMR	1038	6
EF JOHNSON LMR	1038	2
ICOM FM TRANSCEIVER	1038	10
PORTABLE BASE STATION LMR	1038	1
PRO'S TOOL KIT	1038	2

DRIVER SOCKET SET	1038	2
CORDLESS PWR DRILL	1038	1
DIGITAL MULTIMETER	1038	3
RF LOAD	1038	2
PATCH PANEL	1038	1
LOGIC PROBE	1038	1
VSWR BRIDGE	1038	1
PWR SENSOR	1038	1
DIRECTIONAL COUPLER	1038	2
AC VOLTMETER	1038	2
OSCILLATOR	1038	1
DUAL PWR SUPPLY	1038	1
ATTENUATOR	1038	11

MILSTAR		
NAME	LOCATION	QTY
17" MONITOR D1025TM	1040/M-BACK	1
T550MHZ CPU, PIII 550MHZ, DELL XPS	1040/M-BACK	1
HP LASERJET 4PLUS PRINTER C2037A	1040/M1FRNT	1
MINITOWER PENTIUM III 450MHZ DCM450	1040/M1FRNT	1
DELL 17" MONITOR	1040/M1FRNT	1
HP LASERJET 4PLUS PRINTER C2037A	1040/M2FRNT	1
PENTIUM III/500MHZ CPU MMP500	1040/M2FRNT	1
MONITOR, 17", DELL	1040/M2FRNT	1
HP DESKJET PRINTER DJ932C	1040/MSTR LG	1
INSPIRON PENTIUM II NOTEBOOK TS30T	1040/MSTR LT	1
REFRIGERATOR	1040	1
TELEVISION	1040	1
MICROWAVE OVEN	1040	1
HOOVER VACUUM	1040	1
STEREO	1040	1
VCR	1040	1
SHREDDER	1040	1
AN/FRC-181 (V) 1	1040	1
ELECTRICAL EQUIPMENT CABINET (CY-8574/G)	1040	1
RF RACK POWER DISTRIBUTION BOX	1040	1
RF SINGLE JUNCTION BOX	1040	1
RADIO RECEIVER/TRANSMITTER (RT-1263 (V) 5/U)	1040	2
COMMUNICATION MODEM (MD-1235/U)	1040	2
COMMUNICATIONS MODEM (MD-1234/U)	1040	1
TIME CODE GENERATOR (0-1846/U)	1040	1
TIME STANDARD MODULE (TD-1428/U)	1040	2
POWER SUPPLY (PP-7120/G)	1040	1
RECEIVER SYNTHESIZER (R-2364/U)	1040	1
ELECTRICAL EQUIPMENT CABINET (CY-8620/G)	1040	1
CRYPTO RACK POWER DISTRIBUTION BOX	1040	1
CRYPTO RACK BLACK JUNCTION BOX	1040	1
CRYPTO RED JUNCTION BOX	1040	1
TSEC/KG-84A	1040	1
TSEC/KG-34B	1040	2
BASEBAND PROCESSOR (CP-1838/U)	1040	1
TSEC/KVG-11A	1040	1
TERMINAL ACCESS CONTROLLER (CP-1837/U)	1040	1
ELECTRICAL EQUIPMENT CABINET (CY-8622/G)	1040	1
PRINTER I/O RACK POWER DISTRIBUTION BOX	1040	1
HIGH SPEED PRINTER (RD-593/U)	1040	1

400 HZ CONVERTER (PP-7482/G)	1040	1
28VDC POWER SUPPLY (PP-7120/G)	1040	1
ELECTRICAL EQUIPMENT CABINET (CY-8621/G)	1040	2
ANTENNA CONTROL (C-9692/G)	1040	2
CONTROL-INDICATOR (C-11884/U)	1040	1
SINGLE DATA TRANSLATOR (CV-3221 (V) 1/U)	1040	1
COMPUTER MONITOR (ID-2425/U)	1040	2
DATA ENTRY KEYBOARD (TT-828/U)	1040	2
CALL BOX (ID-2425/U)	1040	1
ELECTRICAL EQUIPMENT CABINET (CY-8691/G)	1040	1
RF AMPLIFIER (AM-7361/U)	1040	1
POWER SUPPLY (PP-8194/U)	1040	1
ANTENNA DRIVE (TG-264/U)	1040	1
ANTENNA PEDESTAL (AS-4098/F	1040	1
RADOME (CW-1214/F)	1040	1
HEATER/BLOWER (HD-1194/G)	1040	3
ANTI-ICE CONTROLLER (C-12175/G)	1040	1
AMBIENT TEMPERATURE SENSOR	1040	1
RADOME ENCLOSURE THERMOSTAT	1040	1
WAVEGUIDE ASSEMBLY	1040	1
WAVEGUIDE PRESSURIZATION ASEM.	1040	1
INTERLOCK SWITCH ASSEMBLY	1040	1
UHF ANTENNA (AS-3060/G)	1040	2
UHF ANTENNA MAST	1040	2
UHF ANTENNA DRIVE (TG-227/G)	1040	2
DIPLEXER (CU-2207/U)	1040	2
RF AMPLIFIER (AM-6729/U)	1040	2
RECEIVER TEST COUPLER	1040	1
ANTENNA JUNCTION BOX ASSEMBLY	1040	1
8591E SPECTRUM ANALYZER	1040	1
TIME DISTRIBUTION SUBSYSTEM (AN/GRC-228 (V) 8	1040	1
TIME STANDARD MODULE RECEPTACLE	1040	4
ATOMIC FREQUENCY TIME REFERENCE (O-1849/GRC-228 (V)	1040	1
TIME STANDARD MODULE (TD1428/U)	1040	1
DTK COMPUTER	1040	1
DTK MONITOR	1040	1
KEY TRONIC KEYBOARD	1040	1
BLACK KEY LOADER	1040	1
AUSTIN COMPUTER	1040	1
AUSTIN MONITOR	1040	1
KEY TRONIC KEYBOARD	1040	1

TELEPHONES OPERATIONS		
<i>NAME</i>	LOCATION	QTY
19" COLOR MONITOR DELL/DLU MODEL P990	BLD 1038/RM 12	3
PENTIUM III/500 MHZ MODEL/DLU XPST500	BLD 1038/RM 12	3
DESKTOP PIII-800MHZ MODEL/XPS B800	BLD 1038/RM 12	4
MONITOR, 17" DELL/DLU MODEL E770	BLD 1038/RM 12	4
HP LASER JET 5 PRINTER	BLD 1038/RM 12	1
HP LASER JET 4 PRINTER	BLD 1038/RM 12	1
CORE UNIT-CORNER EXTENDED, END/SUPPORTS	BLD 1038/RM 12	4
CORE UNIT-STRAIGHT, INSIDE /END	BLD 1038/RM 12	2
PEDESTAL-2 BOX/1 FILE DWR	BLD 1038/RM 12	4
POWER MODULE-INTERNODE, 4 CIRCUIT, 3+1, MOUNTING BRACKET	BLD 1038/RM 12	4
RECEPTACLE-15 AMP, LINE-1-2-3	BLD 1038/RM 12	3
POWER INFEEED-FLOOR, INTERNODE 4 CIRCUIT 3+1,12,	BLD 1038/RM 12	1
HARNESS-MODULAR, 4 CIRCUIT, 3+1,76"	BLD 1038/RM 12	1
DESKTOP/BASE & OVERHEAD CABINET CHIEF/OPER	BLD 1038/RM 12	4
DESKTOP/BASE & OVERHEAD CABINET SWBD/RM	BLD 1038/RM 12	6
CHAIR-ADJUSTABLE SEAT, ARM	BLD 1038/RM 12	5
CHAIR-ADJUSTABLE SEAT, ARM/RED	BLD 1038/RM 12	4
SPECTEL MULILINK/CONFERENCE BRIGDE	BLD 1038/RM 12	1
HEADSETS FOR SWITCHBOARD	BLD 1038/RM 12	11
TELEVISION/VCR	BLD 1038/RM 12	1
REFRIGERATOR/ BREAKROOM	BLD 1038/RM 12	1
MICROWAVE OVEN	BLD 1038/RM 12	1
COUCH/EASY CHAIR/TABLE/4 CHAIRS	BLD 1038/RM 12	1
STORAGE AREA/ CABINETS	BLD 1038/RM 12	6
VACUUM/HEATERS STORAGE ROOM 1EA	BLD 1038/RM 12	2
LUCENT/MULI SWITCGBOARD CONSOLES	BLD 1038/RM 12	5

RECORDS MANAGEMENT		
NAME	LOCATION	QTY
BOOKCASE	600	1
CABINET STORAGE	600	1
CHAIRS, ROTARY	600	2
COAT, RACK	600	1
COUNTER	600	1
DESKS	600	2
FAN, PEDESTAL	600	2
DISINTEGRATORS	600	2
SCALE, 350 LB	600	1
TABLE, 6'	600	2
TABLES, 3'	600	2
EVACUATION SYSTEM	600	1
DELL PENTIUM 4 CPU (MODEL 8100)	672/110	1
DELL PENTIUM 4 CPU (MODEL 8100)	672/110	1
HP LASERJET 4100N	672/110	1
HP LASERJET 4100N	672/110	1
DELL 15" FLAT SCREEN MONITOR	672/110	1
DELL 15" FLAT SCREEN MONITOR	672/110	1
IBM WHELLWRITER 1500	672/110	1
5 DRAWER FILE CABINET	672/110	1
WALL LOCKERS (SUPPLY)	672/110	2
OFFICE CHAIRS W/ARMS & WHEELS (GRAY-LOW BACK)	672/110	2
OFFICE CHAIR W/ARMS & WHEELS (RED-HIGH BACK)	672/110	1
OFFICE CHAIR W/ARMS & WHEELS (RED-LOW BACK)	672/110	1
FLOOR FANS	672/110	2
DELL PENTIUM 4 CPU (MODEL 8100)	672/107	1
DELL 15" FLAT SCREEN MONITOR	672/107	1
HP LASERJET 4100N	672/107	1
OFFICE CHAIR W/ARMS & WHEELS (RED-HIGH BACK)	672/107	1
OFFICE CHAIR W/ARMS & NO WHEELS (GRAY-LOW BACK)	672/107	1
COUCH 6' (RED)	672/107	1
COFFEE TABLE (WOOD W/GLASS TOP)	672/107	1
5 DRAWER FILE CABINET	672/107	1
METAL BOOK CASE	672/107	1
TABLE FAN	672/107	1
MICRON CPU	672/(Staging/Vault)	1

DELL 17" MONITOR	672/(Staging/Vault)	1
HP LASERJET 4 PLUS	672/(Staging/Vault)	1
WOODEN CART (5' X 3')	672/(Staging/Vault)	1
METAL CART (2 1/2' X 1 1/2')	672/(Staging/Vault)	1
PALLET JACK	672/(Staging/Vault)	1
DOLLY (RED)	672/(Staging/Vault)	1
DOLLY (YELLOW)	672/(Staging/Vault)	1
SUPPLY LOCKER	672/(Staging/Vault)	1
BOOK SHELF (7')	672/(Staging/Vault)	2
STEP STOOL (BROWN)	672/(Staging/Vault)	1
STEP STOOL (4 STEPS-GRAY)	672/(Staging/Vault)	2
SAFETY LADDER (7 STEPS-W/WHEELS)	672/(Staging/Vault)	1
STEP STOOL (GRAY)	672/(Staging/Vault)	1
TABLE (3' X 3')	672/(Staging/Vault)	1
SAFE (5 DRAWER)	672/(Staging/Vault)	1
OFFICE CHAIR W/ARMS AND WHEELS (RED-LOW BACK)	672/(Staging/Vault)	1
TYPING TABLE	672/(Staging/Vault)	1
OFFICE CHAIR W/ARMS AND WHEELS (RED-MED BACK)	672/(Staging/Vault)	1
TYPING CHAIRS W/WHEELS (BLUE)	672/(Staging/Vault)	2
STEP STOOL W/WHEELS (YELLOW-3 STEPS)	672/(Staging/Vault)	1
TABLE PRINTING	672/(Staging/Vault)	1
OFFICE CHAIRS W/ARMS AND WHEELS (BROWN-HIGH BACK)	672/(Staging/Vault)	2
SPACESAVER MOVEABLE SHELVING (MANUAL)	672/(Staging/Vault)	3 Sections
SPACESAVER MOVEABLE SHELVING (ELECTRONIC)	672/(Staging/Vault)	6 Sections
SPACESAVER STATIONARY SHELVING	672/(Staging/Vault)	11 Sections

PUBLICATION MANAGEMENT		
<i>NAME</i>	LOCATION	QTY
DELL 17" MONITOR	672	1
DELL CPU PENTIUM 3	672	1
HP COLOR LASERJET 5M	672	1
HP PRINTER LASERJET 4100N	672	1
NEC 21" MONITOR	672	1
DELL CPU PENTIUM 4 (MODEL 8100)	672	1
HP PRINTER LASERJET 8000N	672	1
3 DRAWER FILE CABINETS	672	2
5 DRAWER FILE CABINET	672	1
OFFICE CHAIR W/ARMS NO WHEELS (GRAY-LOW BACK)	672	1
OFFICE CHAIR W/ARMS AND WHEELS (RED-MED BACK)	672	1
OFFICE CHAIR W/ARMS AND WHEELS (GRAY-LOW BACK)	672	1
OFFICE CHAIR W/ARMS AND WHEELS (RED-HIGH BACK)	672	1

VISUAL INFORMATION		
NAME	LOCATION	QTY
CONTROLLER, VIDE	418	1
CAMERA, DIGITAL	418	4
MAIN BODY (PHOTO PROCESSOR)	418	1
GENERATOR, LGT	418	2
REFRIGERATOR	418	2
RECORDER / PLAYER	418	2
PROCESSOR, DAYLI	418	1
PROCESSOR, FILM	418	1
DUPLICATOR, VHS	418	1
RECORDER, VIDEO	418	3
CONTROLLER, MUL	418	1
PLAYER VIDEO ED	418	1
VIDEO CASSETTE	418	1
PROCESSING MACHINE	418	1
BODY, CAMERA STILL	418	4
ACCESSORY KIT, PU	418	4
CAMERA, STILL PI	418	6
NIKON DIGITAL CAMERA	418	1
NIKON DIGITAL CAMERA	418	1
NIKON DIGITAL CAMERA	418	1
NIKON DIGITAL CAMERA	418	1
NIKON DIGITAL CAMERA	418	1
NIKON DIGITAL CAMERA	418	1
NIKON DIGITAL CAMERA	418	1
NIKON DIGITAL CAMERA	418	1
NIKON DIGITAL CAMERA	418	1
NIKON DIGITAL CAMERA	418	1
NIKON DIGITAL CAMERA	418	1
NIKON DIGITAL CAMERA	418	1
NIKON DIGITAL CAMERA	418	1
MEGAVISION DIGITAL BACK	418	1
MEGAVISION DIGITAL BACK	418	1
SONY MAVICA DIGITAL CAMERA	418	1
NIKON F4 35MM FILM CAMERA	418	2
POLAROID MP-4 COPY STAND	418	1
NIKON DR3 RIGHT ANGLE VIEWER	418	3
VIVITAR FLASH, 283 MODEL	418	2
METZ 60 FLASH, MODEL CT-1	418	8
ZENZA POLAROID FILM BACK	418	2
ZENZA 120MM FILM BACK	418	7

ZENZA 220MM FILM BACK	418	7
ZENZA 135MM FILM BACK	418	2
ZENZA 40MM LENS	418	5
ZENZA 75MM LENS	418	4
ZENZA 150MM LENS	418	5
ZENZA 250MM LENS	418	5
ZENZA 500MM LENS	418	2
BRONICA ZENZA MOTORDRIVE	418	5
BRONICA ZENZA SPEEDGRIP	418	5
MAMIYA 645 AF CAMERA	418	2
MAMIYA 55MM AF LENS	418	2
MAMIYA 150MM LENS	418	2
CALUMET ELITE 2400 POWER PACK	418	1
CALUMET ELITE LIGHT HEADS	418	4
BOGEN MONO15000 LIGHT HEAD	418	2
QUANTUM RADIO SLAVE TRANSMITTER	418	2
QUANTUM RADIO SLAVE RECEIVER	418	2
MARTIN-YALE 7000E PRINT CUTTER	418	1
GBC 4500 LAMINATOR	418	1
GBC EAGLE 105 LAMINATOR	418	1
MULTIPLEX LIGHT TABLE	418	2
SWINTEC 8014S TYPEWRITER	418	1
IBM WHEELWRITER 15 TYPEWRITER	418	1
SEAL 3444H MOUNT MACHINE	418	1
ARKAY CD80 FILM DRYER	418	1
TROJAN FIRE LOCKER	418	1
PUREWATER MIDI CLASSIC PURIFIER	418	1
PANASONIC UF321 FACSIMILE	418	1
FLETCHER 300 MATERIAL CUTTER	418	1
NIKON N90S 35MM FILM CAMERA	418	10
NIKON MB10 POWER GRIP	418	10
NIKKOR AF 28-105MM LENS	418	6
NIKKOR AF 70-300MM LENS	418	8
GOSSEN LUNAPRO LIGHT METER	418	3
QUANTUM TURBO BATTERY PACK	418	20
ASSORTED LEXAR FLASH CARDS	418	15
NIKON 7.2V PREMIUM PLUS BATTERY	418	10
NIKKOR AF 17-35MM LENS	418	6
NIKKOR AF 24-120MM LENS	418	6
NIKKOR 16MM LENS	418	3
NIKKOR ED 300MM LENS	418	1
NIKKOR AF 105-300MM LENS	418	1
NIKKOR H27 500MM LENS	418	1
NIKKOR AF 35-135MM LENS	418	7

NIKKOR AF 28MM LENS	418	6
NIKKOR 80-200MM LENS	418	4
NIKKOR 24MM LENS	418	2
NIKKOR AF 35MM LENS	418	3
NIKKOR 28-85MM LENS	418	5
NIKKOR AF 60MM MICRO LENS	418	2
NIKKOR 200MM LENS	418	1
NIKKOR AF 50MM LENS	418	1
NIKKOR 50MM LENS	418	4
NIKKOR 85MM LENS	418	4
NIKKOR 28MM LENS	418	1
NIKKOR 55MM LENS	418	3
NIKKOR 35-70MM LENS	418	1
NIKKOR 135MM LENS`	418	1
NIKON MD-4 MOTOR DRIVE	418	1
NIKON MD-14 DATABACK	418	1
NIKON SB-25 ELECTRONIC FLASH	418	5
NIKON SB-26 ELECTRONIC FLASH	418	8
NIKON SB-28 ELECTRONIC FLASH	418	9
SHEPHERD XE-88 FLASH METER	418	3
BESELER PRINT EXPOSURE METER	418	1
NIKON SB-DX ELECTRONIC FLASH	418	4
MID-RANGE SERVER, COMPAQ	418	1
KIT 2ND PROCESSOR PENT PRO UIC	418	1
MEMORY 128MMB DIMM FIC	418	1
HDD 4.3GB SCSI-UW HOT PLUG	418	1
PENTIUM III 450MHZ MINITOWER	418	1
MICRON 17" MONITOR	418	1
MONITOR, 17" COLOR UIC	418	1
PRINTER, KODAK COLOREASE	418	1
KODAK RFS FILM SCANNER	418	1
MONITOR 21"	418	1
MONITOR 21"	418	1
HP SCANJET	418	1
PENTIUM III 450MHZ MINITOWER	418	1
HP LASERJET 4 PRINTER	418	1
DIMENSION XPS P200 MINITOWER	418	1
DELL 17" MONITOR	418	1
HP EXT READ/WRITE CD ROM	418	1
HP OFFICEJET 570	418	1
IDP 500DT P200 CPU	418	1
MONITOR 17" COLOR UIC	418	1
HP LASERJET 3 PRINTER	418	1
LASERWRITER 16/600PS	418	1

PENTIUM III 450MHZ MINITOWER	418	1
MONITOR 17" COLOR UIC	418	1
PENTIUM III 450MHZ MINITOWER	418	1
MICRON 17" MONITOR	418	1
LAPTOP, PIII-866MHZ, DELL	418	1
19" COLOR MONITOR	418	1
PRINTER, LASERJET, HP	418	1
PRINTER COLOR 48MB W/MAC DRIVE	418	1
KODAK FILM SCANNER	418	1
LATTIS HUB	418	1
PRINTER INK JET 50"	418	1
PENTIUM PROCESSOR	418	1
SCANNER 32BIT SCANACEIII	418	1
PRINTER PHOTOGRAPH	418	1
MONITOR 21"	418	1
MICRON 17" MONITOR	418	1
MONITOR, VIEWSONIC, 21" COLOR	418	1
20" MONITOR	418	1
KODAK RFS FILM SCANNER	418	1
IDP 750 SERIES DESKTOP	418	1
MONITOR 21" (VIEWSONIC)	418	1
PENTIUM III 450MHZ MINITOWER	418	1
PENTIUM III 450MHZ MINITOWER	418	1
PENTIUM III 450MHZ MINITOWER	418	1
PROJECTOR SVGA	418	1
ULTRALIGHT DATA PROJECTOR	418	1
ULTRALIGHT DATA PROJECTOR	418	1
PII400 128MB 36GB	418	1
21" MONITOR	418	1
IDP 500DT P200 CPU	418	1
IDP 500DT P200 CPU	418	1
IDP 500DT P200 CPU	418	1
HP LASERJET 4 PRINTER	418	1
MONITOR 17"	418	1
MONITOR 17"	418	1
HP DESKJET 1200C PRINTER	418	1
HP DESKJET 1200C PRINTER	418	1
PRINTER COLOR 48MB W/MAC DRIVE	418	1
CAMERA DIGITAL	418	1
PENTIUM III 450MHZ MINITOWER	418	1
MICRON 17" MONITOR	418	1
VIVITRON MONITOR	418	1
MID-RANGE SERVER, COMPAQ	418	1
CPU, OCTANE 195MHZ	418	1

DRIVE CD-ROM EXTERNAL	418	1
128MB MEMORY UPGRADE	418	1
MONITOR, 24"	418	1
PRINTER, INJET CAMMJET	418	1
DESKTOP, PIII-900MHZ, DELL	418	1
DESKTOP, PIII-900MHZ, DELL	418	1
DESKTOP, PIII-900MHZ, DELL	418	1
MONITOR, FLAT PANEL, 15.0, DELL	418	1
MONITOR, FLAT PANEL, 15.0, DELL	418	1
MONITOR, FLAT PANEL, 15.0, DELL	418	1
DESKTOP, PIII-900MHZ, DELL	418	1
DESKTOP, PIII-900MHZ, MICRON	418	1
MONITOR, 17", MICRON	418	1
PRINTER, LASERJET 4000, HP	418	1
PRINTER, INKJET 2500C, HP	418	1
SLIDE RECORDER, MAYTECH	418	1
SCANNER, MRS-2000TP, MICROTEK	418	1
SCANNER, AGFA	418	1
SCANNER, FILM, KODAK	418	1
SCANNER, MULTIFUNCTION, XEROX	418	1
COLOR SERVER, XEROX	418	1
CD-ROM, 12X, BELL	418	1
SCANNER, MULTIFUNCTION, PANASONIC	418	1
PRINTER, THERMAL, FUJIFILM	418	1
DESKTOP, PIII-866MHZ	418	1
DESKTOP, PIII-866MHZ	418	1
DESKTOP, PIII-866MHZ	418	1
DESKTOP, PIII-866MHZ	418	1
CAMERA, DIGITAL	418	1
CAMERA, DIGITAL, NIKON	418	1
CAMERA, DIGITAL, NIKON	418	1
DRIVE CD-ROM 12X EXTERNAL	418	1
POWERMAC G4, 800MHZ	418	1
REAL TIME NON-LINEAR EDITOR	418	1
MONITOR, 17" COLOR UIC	418	1
PANASONIC SVHS AG-456UP	418	1
3M OVERHEAD PROJECTOR 2100AJAT	418	3
3M OVERHEAD PROJECTOR 9550	418	1
3M OVERHEAD PROJECTOR 9100 SERIES, 9000AJB	418	2
3M PA (POWER AMP), PA35	418	1
70 VOLT MODULE INPUT PANEL 4 CH.	418	2
ADJUSTABLE PROJECTOR STANDS (SAFE- LOCK)	418	6

ALTEC LANSING MIXER PREAMPLIFIER, 1692A	418	3
ALTEC LANSING MIXER PREAMPLIFIER, 1689A	418	4
ALTEC LANSING MIXER PREAMPLIFIER, 1692B	418	1
ALTEC LANSING MIXER/AMPLIFIER, 1715B	418	2
ALTEC LANSING MIXER/AMPLIFIER, 1715C	418	1
ALTEC LANSING POWER AMPLIFIER, 944413	418	1
ALTEC LANSING POWER AMPLIFIER, 1270C	418	1
ALTEC LANSING POWER AMPLIFIER, 1269	418	1
ALTEC SUBWOOFER, ACS340	418	1
ANCHOR AUDIO SPEAKER, MPB-4500	418	8
ANCHOR AUDIO SPEAKER, MP-4501	418	6
ANCHOR FOLDING PODIUM	418	5
ANCHOR WOODEN PODIUM	418	3
ARION PRO SIXTEEN PRESENTATION PROGRAMMER	418	1
BEST POWER (UPS – FORTRESS)	418	2
BOGEN 2 CHANNEL MIC MIXER, C10B	418	1
BOSE 802 SERIES II SPEAKER	418	16
BOSE 802 ACOUSTIMASS BASS	418	2
CARVER AMPLIFIER, PM-1201	418	3
CITIZEN LCD MONITOR, M938-1A	418	1
COMPREHENSIVE POWER DISTRIBUTION, PD10LV	418	1
COMPREHENSIVE VIDEO VGA DISTRIBUTOR, CBG-VP6X1	418	1
DA-LITE 5'X7 ½ TRIPOD PROJECTION SCREEN	418	1
DA-LITE 60"X60" PULL-UP TRIPOD FRONT PROJECTION SCREEN	418	1
DA-LITE 70"X70" PULL-UP TRIPOD FRONT PROJECTION SCREEN	418	3
DA-LITE DUAL FAST-FOLD PROJECTION SCREEN 7 ½'X10	418	4
DA-LITE DUAL VISION FAST FOLD PROJECTOR SCREEN 10 1/2X14	418	3
DA-LITE FAST FOLD PROJECTOR SCREEN (5X7)	418	4
DA-LITE FAST FOLD PROJECTOR SCREEN (6X6)	418	1
DA-LITE FAST FOLD REAR VIEW PROJECTION SCREEN 10 1/2X11	418	1
DBX GAIN REDUCTION, 166	418	3
DBX NOISE REDUCER (CONCERT TD)	418	1
DENON COMPACT DISC PLAYER, DN-C630	418	3
DENON PROFESSIONAL CD PLAYER, DN-680	418	1
DENON PROFESSIONAL MD PLAYER, DN-M1050R	418	3

DOCKING STATION, EDS20SN	418	1
PANASONIC EDITING CONTROLLER, AG-A750	418	1
ELECTROHOME CRT PROJECTOR, MARQUEE 8110+	418	1
ELECTROHOME NTSC DECODER, 38-800310-71	418	2
EXTRON MULTI VIDEO PROCESSOR, MVP 104GX	418	1
FURMAN PL-PLUS POWER CONDITIONER & LIGHT MODULE	418	1
FURMAN POWER CONDITIONING, AR-PRO	418	3
GEMINI CD-9500 PRO II DUAL CD PLAYER CONTROL	418	3
GEMINI DUAL CD PLAYER CONTROL, CD-9500 PRO II	418	3
HANGING PULL-DOWN FRONT PROJECTION SCREEN, 72X96	418	2
HME RX722 RECEIVER METER	418	1
JVC VIDEO CASSETTE RECORDER/PLAYER, HR-VP780U	418	4
KODAK CAROSEL 5600	418	2
KODAK EKTAGRAPHIC III ATS SLIDE PROJECTOR	418	3
KODAK PROGRAMMABLE DISSOLVE CONTROL, 2	418	2
KRAMER 4X4 VIDEO/AUDIO MATRIX SWITCHER, VS-6E11	418	1
LECTROSONIC FEMALE XLR WIRELESS UNIT, H185	418	4
LECTROSONIC MULTI-CHANNEL, CDM4	418	2
LECTROSONIC RECEIVER, CR185	418	8
LECTROSONIC WIRELESS UNIT W/MIC, M185	418	1
MAGNAVOX TV RECEIVER (VHS EQUIPED), CCT 192AT02	418	1
MITSUBISHI TV RECEIVER, 27", CS2611R	418	2
PANASONIC CASSETTE PLAYER, AG-7650	418	1
PANASONIC CASSETTE RECORDER, AG-7500A	418	1
PANASONIC CASSETTE RECORDER/PLAYER, AG-2560P	418	1
PANASONIC COLOR VIDEO MONITOR, BT-S1900N	418	2
PANASONIC DIGITAL AV SWITCHER, WJ-MX12	418	1
PANASONIC EDITING CONTROLLER, AG-A800	418	1
PANASONIC H.F. STEREO VHS, AG-2650	418	1
PANASONIC OMNIVISION VHS (COMBO- TV/VHS PLAYER), PV-M1328A	418	2
PANASONIC SVHS CAMERA	418	1

PANASONIC TV W/4HEAD STEREO TV, OMNI VISION VHS FM RADIO, PV-M2047	418	1
PANASONIC VHS, AG-2560P	418	1
PANASONIC VHS CAMERA, AG-185	418	1
PANASONIC VIDEO CASSETTE PLAYER, AG-7650HP	418	2
PANASONIC VIDEO CASSETTE RECORDER, AG-7500A	418	1
PANASONIC VIDEO CASSETTE RECORDER, AG-1230	418	1
PANASONIC VIDEO CASSETTE RECORDER, AG-DS850	418	1
PANASONIC VIDEO SWITCHER, WJ-225R	418	1
PEAVEY COMMERCIAL SERIES POWER AMPLIFIER, CS-800	418	2
PEAVEY MIXER AMPLIFIER, 4 CHANNEL, XM-4	418	3
PEAVEY POWER AMPLIFIER, M-2600	418	1
PEAVEY POWER MIXER, XR800D	418	2
PORTASOUND LECTERN ONE PODIUM	418	1
PRIMERA OPTICAL DISC PRINTER	418	1
PRIMERA OPTICAL DISC DUPLICATOR COMPOSER	418	1
PROXIMA, ULTALIGHT LS1	418	3
PROXIMA, 4200, DP4200	418	1
PROXIMA DESKTOP PROJECTOR, 2800	418	2
PROXIMA ULTRALIGHT, DS1	418	1
QUARTET 70"X70" FRONT TRIPOD PROJECTION SCREEN	418	4
QUASAR MONITOR W/VHS 20", VV8220A	418	1
RACKMAX II/12 CHANNEL STEREO MIXER BIAMP (200 WATTS)	418	1
RANE HC6 HEADPHONE CONSOLE	418	1
RAPCO 16 CHANNEL BOX	418	2
REPAIR CENTER SOLDERING STATION, 475PG	418	1
SAMSON VHF RECEIVER, RX-3	418	3
SHARP LCD, XG-E800U	418	2
SHARP LCD LAMP, PG1000T	418	1
SHARP LCD LAMP, XV100	418	1
SHARP LCD PROJECTOR, XV-P10U	418	4
SHARP VIDEO CASSETTE RECORDER, VC-A5240U	418	1
SHURE DUAL CHANNEL UHF RECEIVER, UAD-UA	418	6
SHURE MIXER, M268	418	2
SHURE MIXER, 6 CHANNELS, FP16A	418	3

SHURE SINGLE UHF RECEIVER	418	3
SHURE T3 RECEIVER, W	418	8
SHURE T3 RECEIVER, CG	418	3
SHURE UHF RECEIVER	418	4
SONY DIGITAL CAMCORDER, DSR-PD150, DSR-PD150	418	2
SONY DIGITAL VIDEO RECORDER, DSR-11	418	3
SONY TRINITRON COLOR VIDEO MONITOR, PVM-1271Q	418	5
SONY VIDEO CASSETTE RECORDER, UVW-1400A	418	1
SONY VIDEO CASSETTE RECORDER, VO-7600	418	1
SOUNDCRAFT MIXER, FX8	418	3
TASCAM AUDIO CASSETTE, 133-B	418	1
TIFFEN PRO-CORDER SYSTEM II (CASSETTE PLAYER)	418	4
TOA 900 SERIES AMPLIFIER, A903A	418	1
UNIVERSITY SOUND (FIBERGLASS HORNS	418	7
UNIVERSITY SOUND AMP (10 WATTS), 1798	418	1
VCR, MITSUBISHI, HS-U530	418	2
VIDEO AUDIO DISTRIBUTOR, VM-10A	418	1
YAMAHA 8 CHANNEL MIXER (W/ANVIL CASE), EM2820	418	1
YAMAHA AM/FM STEREO TUNER, T-80	418	1
YAMAHA AM/FM STEREO TUNER, TX-350	418	1
YAMAHA COMPACT DISC PLAYER, CDX-660	418	1
YAMAHA COMPACT DISC PLAYER, CDX-470	418	1
YAMAHA GRAPHIC EQUALIZER, GQ1031B	418	1
YAMAHA GRAPHIC EQUALIZER, Q2031A	418	5
YAMAHA MC SERIES MIXING CONSOLE, 2404	418	1
YAMAHA MIXER, MV1000	418	2
YAMAHA PRO SERIES PREAMPLIFIER	418	1
YAMAHA SPEAKER, SH110H II	418	6
ZENITH CABLE TV CHANNEL CONTROL UNIT, ST2601	418	1
PSC and BITS		
NAME	LOCATION	QTY
Accutrac Pc	1466	1
Ads Station	1466	1
Universal Converter	1466	2
Dot Matrix Printer	1466	1
Integra 70 Lb. Scale	1466	2
100 Lb. Platform	1466	2
Paragon Mailing Machine	1466	2

Mailing Machine	1466	1
Power Stacker	1466	1
Mail Meter (Rental)	1466	6
Ionscan 400b	1466	1
Transporter Case 400b	1466	1
Dot Matrix Printer	1466	1
Cd-Rom Training Module	1466	1
Printer Cable 400b	1466	1
Daewoo Tower Pc	1466	2
Monitor 17" Color	1466	1
Desktop Oa System, Clientpro	1466	1
Pc P5 166 Desktop 166mhz 256kb	1466	1
Monitor, Ctx 17" , Fic	1466	1
Epson Printer	1466	1
Cpu, 450mhz, Dell	1466	2
Monitor, 17", Dell	1466	1
Desktop, PIV-1.8ghz, Dell	1466	2
Monitor, 17", Micron	1466	1
Monitor, 15", Flat Panel, Dell	1466	2
Monitor, 17", Flat Panel, Dell	1466	2
Desktop, PIV-1.8ghz, Dell	1466	1
Printer, 2250TN, HP	1466	1
HP Laserjet 4Plus Printer	1466	1
Printer, Hp Laserjet 5si	1466	1
Desktop Oa System, Clientpro	1466	1
Monitor, 17" Color Uic	1466	1
Monitor, Ctx 17" , Fic	1466	2
Hp Laserjet 4 Printer	1466	1
Desktop Oa System, Clientpro	1466	1

BCC		
NAME	LOCATION	QTY
Printer Hp Laserjet 5+	845	2
Monitor, Ctx 17" , Fic	845	1
Hp Laserjet 4000	845	3
Pii 450 Minitwr	845	10
Daewoo, Tower Pc	845	10
Daewoo, 17" Monitor	845	4
Advanced System W/O Oa	845	1
Monitor, Ctx 17" , Fic	845	1
Daewoo Tower	845	1
Monitor:14:.28" Dot Pitch	845	1
Advanced System W/O Oa	845	1
LaserJet 3 Printer	845	1

APPENDIX 5

REFERENCE DOCUMENTS

D = Directive in its Entirety (unless otherwise indicated)**G = Guidance Only**

<u>PUB NUMBER</u>	<u>D/G</u>	<u>PUBLICATION TITLE</u>	<u>DATE</u>	<u>SOW REFERENCE</u>
<u>DOD 5200.40</u>	D	Defense Information Technology Security Certification and Accreditation Process		
<u>DOD 5220.22-M</u>	D	National Industrial Security Program (NISPO)	Jan 95	
<u>DOD 5220.22-R</u>	D	Industrial Security Regulation	Dec 85	
DOD 5400.7-R	D	DOD Freedom of Information Act Program	May 00	
<u>AFI 10-707</u>	D	Spectrum Interference Resolution Program	Apr 94	
<u>AFI 31-101V1</u>	D	The Physical Security Program	Dec 98	
<u>AFSPCI 31-209</u>	D	Physical Security Studies (PSS)	May 01	
<u>AFI 31-501</u>	D	Personnel Security Management Program	Aug 00	
<u>AFI 31-601</u>	D	Industrial Security Program Management	Nov 00	
<u>AFI 33-103</u>	D	Requirements Development and Processing	Mar 99	
<u>AFI 33-106</u>	D	Managing High Frequency Radios, Land Mobile Radios, Cellular Telephones, And The Military Affiliate Radio System	Jan 02	

AFI 33-117	D	Visual Information (VI) Management	Nov 01
AFI 33-118	D	Radio Frequency Spectrum Management	Apr 02
AFMAN 33-120	D	Radio Frequency (RF) Spectrum Management	Apr 02
AFI 33-202	D	Computer Security Program	Aug 96
AFI 33-203	D	Emission Security	May 98
AFI 33-209	D	Operational Instruction for the Secure Telephone Unit (STU III) Type 1	Feb 98
AFI 33-210	D	Cryptographic Access Program	May 00
AFI 33-211	D	Communications Security (COMSEC) User Requirements	Nov 97
AFI 33-212	D	Reporting COMSEC Deviations	Dec 00
AFI 33-322	D	Records Management Program	Dec 98
AFI 33-332	D	Air Force Privacy Act Program	Nov 00
AFI 33-360V1	D	Publications Management Program	Dec 00
AFI 33-360V2	D	Forms Management Program	Jun 00
AFI 37-138	D	Records Disposition—Procedures and Responsibilities	Mar 94
AFI 37-138AFSPC SUP1	G	Records Disposition—Procedures and Responsibilities	Jan 95

<u>AFMAN 37-139</u>	D	Records Disposition Schedule	Mar 96
<u>AFI 37-161</u>	D	Distribution Management	Feb 97
<u>AFI 51-303</u>	D	Intellectual Property-Patents, Patented Related Matters, Trademarks, and Copyrights	Sep 98
AFI 91-301	D	AFOSH	Jun 96
21CS OI 33-2	D	Network Control Center (NCC) Help Desk/Job Control Operations	Feb 99
21CS/SCMTT OI 33-2	D	Base Locator Service	Jul 97
21 SW	D	Support Service Catalog	
TO 00.25.108	D	Communication-Electronics (C-E) Depot Support	
TO 31R2-2TRC194-41	D	MILSTAR Positional Handbook (Volume 1)	
DISAC 800-A110-1	D	(C) Defense Satellite Communications System Security Procedures and Classification Guide (U)	Current Issue
MILSTAR Security Classification Guide	D	(S) MILSTAR Security Classification Guide	Current Issue
	D	(S) SCT Space and Terminal Segment Specification (U)	Current Issue
	D	(S) System Segment	Current Issue
	D	Specification for MILSTAR Air Force	Current Issue
	D	Terminals, Type A (U)	Current Issue
	D	(S) MILSTAR System Protection Guide (U)	Current Issue
	D	(S) NORRAD/ADCOM Regulation 55-158 Operation NORAD/ADCOM Procedures for JCS/SAC EAM Dissemination (U)	Current Issue
		(S) EHF Contingency Plan (U)	Current Issue
		(U) Time Distribution	Current Issue

		Subsystem Processor Positional Hand Book	
	D	DISA Network Configuration Book	
	D	Milstar Network OI	
DISA Form 41	D	System Authorization Access Requests	
AFTO Form 227	D	Depot Maintenance Requirements an Schedule	Jan 01
21SW Form 131	D		
AF Form 310	D	Document Receipt and Destruction Certificate	Nov 95
AF Form 2586	D	Unescorted Entry Authorization Certificate	Oct 98
AF Form 1218	D	Request for Communications Service	Nov 96
AF Form 1846	D	Request for and Record of Organizational Account	Jan 02
AF Form 833	D	Visual Information Request	Jul 95
AF Form 1297	D	Temporary Issue Receipt	Jul 87
DD Form 254	D	Contract Security Classification Specification	Dec 99
DD Form 1833	D	Isolated Personnel Report	Feb 84
SF 135	D	Records Transmittal and Receipt	
SF 700	D	Security Container Information	
AFCOMSEC Form 9	D	Cryptographic Access Certificate	
US IMMIGRATION	D	Photo Specification	

FORM M-378

USSTRATCOM DIRECTIVE SD704- 1	D	GIANT STAR Operations (Replaces ACCR 700-2-, Vol 1)	8 Mar 97
AFSSI 5000	G	Series	
AFSSM 5000	G	Series	
AFSSI 5100	G	Series	
IEEE C95.1-1991	D	Institute of Electrical and Electronic Engineers	
TITLE 5 U.S. CODE 552	D	Public Information: Agency Rules, Opinions, Orders, Records, Proceedings	
44 USC	D	Public Printing and Documents	

APPENDIX 6

PHASE IN/PHASE OUT PLAN

1. The following is developed to aid the successor in determining manning needs during the phase in/out portion of the pending contract. The effort to transition will in no way dictate the service provider's organizational structure. The service provider shall identify the number and cost of all observers in his/her technical and cost proposals.
2. Technical assistance by the incumbent service provider during the phase in period shall consist of explaining processes, establishing contact points in various customer and higher headquarters' offices, and explanations of unique requirements/processes.
3. The successor service provider shall update all forms of correspondence letterheads to reflect the new service provider name(s) and manager(s) identity prior to contract start date.
4. Work requirements and work in progress at contract start date, shall be completed by the incoming service provider and shall not require re-approval.
5. The incumbent and successor shall conduct a joint inventory of documentation in each functional area. Discrepancies shall be documented and resolved prior to completion of the transition effort. The following areas shall be included in the inventories:
 - a. Management Files
 - b. Operations Documents
 - c. Software and system analysis
 - d. Equipment Maintenance
 - e. Supply
 - f. Environmental
 - g. Libraries
 - h. Security
 - i. Quality Control Inspections
 - j. Occupational Safety and Health
 - k. CSIRS

I. Project Folders

6. The incumbent and successor service provider shall conduct a joint physical inventory of all contract-related ADPE magnetic media, and software, within the first 30 days of phase in. Immediately notify the QAE of any discrepancies or damaged ADPE.

7. Equipment

a. The new service provider shall ensure that an equipment custodian is available within the first 30 days, during phase in, to conduct a joint inventory.

b. The incumbent and the equipment custodian shall assess overall supply/equipment condition.

8. SECURITY

a. The incumbent and successor service provider shall conduct a joint inventory and establish accountability for the transfer of classified materials.

b. The successor service provider shall obtain keys to government furnished offices, buildings, storage cabinets, desks, and padlocks from the incumbent and implement established lock/key controls. Any combinations from push-button locks or padlocks shall be provided by the incumbent and then immediately changed or replaced by the successor.

c. The successor service provider shall prepare long-term visit requests identifying employees who will require access to classified information and/or unescorted entry to AF controlled/restricted areas. The successor shall prepare an AF Form 2586 for each employee requiring a badge.

d. The successor service provider shall appoint a Computer Facility Manager and CSSO no later than 30 days prior to contract start date.

e. The successor service provider shall submit a letter appointing a primary and alternate COMSEC POC 15 days prior to contract start date. Appointees shall be U.S. citizens and possess the required security clearance, current within the last 5 years. The incumbent shall provide successor POCs with COMSEC

f. processes/policy.

g. The incumbent and the successor service provider shall conduct a COMSEC joint inventory one day prior to contract start. Results and a signed special listing shall be made available to AFSPC CSS/SCRS through 21CS commander immediately following inventory completion.

h. The incumbent and successor service provider shall conduct a joint EMSEC inspection of all areas, equipment, and signal lines that are used to handle or process classified information.

9. IM

a. The successor service provider shall provide for the packaging and shipment of the Bidder's library. Receipt from the incumbent shall be made on a SF 135.

b. The incumbent shall ensure reports/documents are transferred to the incoming service provider without causing degradation in service.

10. PERSONNEL

a. The incumbent shall provide training for successor personnel in charge of equipment, supply, security, safety, ADPE, and customer account representative duties.

b. Accountability for all inventoried items, i.e., tools, GFE, classified materials, the Bidder's library, facilities, will be transferred to the incoming service provider at contract start date.

c. Implement strategies to educate PAFB community of new organization and/or programs.

This information was provided just before release of the DRAFT RFP and has not yet been verified nor formatted to coincide with the remainder of the SOW.

Bldg 1466

Description	Quantity
Office	
- 6' Metal Modular Desk	3ea
- Arm Chair	3ea
- 2 Drawer Metal File Cabinet	1ea
LMR Office	
- 6' Metal Modular Desk	1ea
- 4' Wooden Modular Desk	1ea
- 2' Metal Book Shelf	1ea
- Arm Chair	2ea
- 60" Metal Table w/Drawers	1ea
- 4 Drawer Metal Filing Cabinet	1ea
BITC Hallway	
- 6' Metal Storage Cabinet w/Sliding Door	1ea
- 2' Metal Book Shelf	1ea
- Typing Table	2ea
- 3' Metal Book Shelf	1ea
PSC	
- 5' Metal Desk w/wooden Tops	2ea
- 5' Metal Table w/2 Sorting Bin Tops	1ea
- 2' Metal Book Shelf	1ea
- 4' Metal Table w/2 Sorting Bin Tops	1ea
- Metal Computer Table	1ea
- Arm Chair	4ea
- Chair w/o Arms	4ea
- 4' Metal Table w/1 Sorting Bin Top	1ea
- 30" Metal Table w/Wooden Top	1ea
Dock & Long Hallway	
- 8'X 3' Lockable Storage Cabinets	4ea
- 8'X 6' Storage Bins	2ea
- 6'X 3' Storage Bin	1ea
BITC	
- 8'X 3' Lockable Storage Cabinet	1ea
- 4' Metal Table w/2 Sorting Bin Tops	4ea
- 5' Metal Table w/2 Sorting Bin Tops	2ea

- 8'X 3' Metal Table w/Wood Top	1ea
- 33" Metal Table w/Wood Top	1ea
- 5' Metal Table w/Wood Top	4ea
- 4' Metal Table w/1 Sorting Bin Top	1ea
- 4' Metal Table w/Wood Top	1ea
- Arm Chair	2ea
- Typist Chair	1ea

Document Security

- 4 Drawer Mosler Safe	1ea
- 46" Metal Table w/Wood Top	3ea
- 46" Metal Table w/1 Sorting Bin Top	1ea
- 30" Metal Table w/wood Top	2ea
- Arm Chair	1ea
- Chair w/o Arms	1ea
- 3' Computer Table	1ea

Bldg 1 ADO

- 4 Drawer Mosler Safe	1ea
- 7 Drawer Filing Cabinet	1ea
- 5 Drawer Storage Cabinet	1ea
- Arm Chair	5ea
- Chair w/o Arms	4ea
- 6' Metal Table w/wood Top	1ea
- 2 Drawer File Cabinet	2ea
- Typist Table	1ea
- 4' Modular Desk	6ea
- 4' Metal Desk w/Top	1ea
- 4' 4 Drawer Metal Filing/Storage Cabinet	1ea

Bldg 1470 ADO

- 4 Drawer Diebold Safe	1ea
- 4 Drawer Filing Cabinet	1ea
- 6' Modular Desk	1ea
- 7 Drawer Filing Cabinet	1ea
- 10' Storage Shelf	1ea
- Arm Chair	2ea
- 10' Modular Desk System	1ea
- 3 Drawer Filing Cabinet	1ea
- 6' Storage Table w/Sliding Doors	1ea

BCC - Bldg 845

- 5 Drawer File Cabinets	3ea
- 2 Drawer Safes	2ea
- 3'X 4' Tables	2ea
- Typist Table	1ea

- Chairs	10ea
- Metal Book Case	3ea
- Modular Work Stations	3ea
- Computer Table	2ea
- Credenza File Cabinet	1ea

(BCC)

60% of messages are Classified

40% of messages are Unclassified

10 Chairs

3 5-drawer cabinets

2 2-drawer safes

2 tables 3x4

1 typewriter stand

3 metal bookcases

3 workstations

2 computer tables

1 credenza

BITS

Number or volume of products (letter, pouches, etc) processed per day, week, month, or year = 500,000 Per Year

Number of daily delivery drops = 65

Locations of delivery drops = PAFB, CMAFS and delivery points in the Colorado Springs Metro Area

PSC

Number of customers serviced per month = 700 per day - 600 Dormitory Customers, and 100 General Delivery Customers

Number of parcels (classified and unclassified) processed per day, week, month, or year = 400,000 per year

ADOs

Number of customers supported per month = There are 80 distribution boxes between the Bldg 1 and 1470 ADOs

Number of parcels delivered per day, week, month, or year = 200,000 per year

LMR

Number of radios maintained per day, week, month, or year = 631 to include all LMR systems

Number of vehicle installations per day, week, month, or year = 1 per month

BASE INFORMATION TRANSFER SYSTEM (BITS) SCHEDULE

One Run Per Day BITS Schedule is attached and is being provided by the government under separate cover. Each time the schedule changes, the government will prepare a revised page to the.

ONE RUN PER DAY BITS SCHEDULE

PAFB SCHEDULE

STOP NO.	ORGANIZATION	ADDRESS	BLDG	ARRIVAL
2385	Document Automated Printing Service (DAPS)	775 Paine St	664	0945
2355	21 CS/SCXPE/SCXPEW	775 Paine St	664	0945
2384	Base Service Store	725 Paine St	666	0947
1450	21 MSS/DPE (Room 106)	301 W Stewart Ave	1141	0950
1453	21 MSS/DPN	301 W Stewart Ave	1141	0950
1600	21 SVS/SVMG (Base Library)	201 W Stewart Ave	1171	0955
1501	PAFB NCO Academy	570 Vincent St	1142	0958
1540	10 MDG/CD	559 Vincent St	959	1005
1500	10 AMDS/CC/SGP*	559 Vincent St	959	1005
1505	OL, 10 DS/CC/SGD	559 Vincent St	959	1005

*If 21 AMDS/SGPZ (laboratory) has accountable mail for dispatch, proceed to Room 275 to receipt for the accountable mail.

1506	OL, 10 MDOS/CC/SGO	559 Vincent St	959	1005
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1507	OL, 10 MDSS/CC/SGS	559 Vincent St	959	1005
3403	AAFES (Base Exchange)	300 Vincent Ave	1425	1015
3400	21 SFS	50 S Peterson Blvd	1376	1019
3402	DECA/MW/PET (Commissary)	250 Vincent St	1435	1024
3410	21 SW/HC (Base Chapel)	455 Vincent St	1410	1029
1630	21 SVS	125 E Stewart Ave	1042	1034
1650	21 CS/CC/CCF/CCQ/CD/QI	175 E Stewart Ave	1038	1039
1641	21 CS/SCB	175 E Stewart Ave	1038	1039
1642	21 CS/SCM	175 E Stewart Ave	1038	1039
1643	21 CS/SCS	175 E Stewart Ave	1038	1039
1170	21 CS/SCSVD	500 Suffolk St	910	1044
1178	Combined Intelligence Center (N/SP/J2F)	570 Suffolk St	920	1047
1177	DET 4, AFOTEC	625 Suffolk St	863	1056
1191	FAA Tower	460 Kincheloe Loop	205	1101
1163	76 SPCS	575 Kincheloe Loop	104	1106

This list is not all encompassing, nor is it intended to be at this time of the acquisition process.

CHEYENNE MOUNTAIN AF STATION SCHEDULE

STOP NO.	ORGANIZATION	ADDRESS	BLDG	ARRIVAL
3000-3399 HQ NORAD AND HQ USSPACECOM		250 S Peterson Blvd, Ste 116	1470	0945
2749	USARSPACECOMD	1670 N Newport Rd	(Off-Base)	1000
4513	JPPSO/COS	1655 S Murray Blvd	(Off-Base)	1020
6000s	721 CS/SCBA	1 NORAD Rd	304	1050

This list is not all encompassing, nor is it intended to be at this time of the acquisition process.

PETERSON EAST SCHEDULE

This list is not all encompassing, nor is it intended to be at this time of the acquisition process.

**ADOs THAT PICK-UP THEIR MAIL AND DISTRIBUTION
FROM BITC FACILITY**

AFBA Industrial Bank of the Armed Forces

Ent Federal Credit Union (Peterson AFB)

ITT Industries

McDonald's

Military Clothing Sales Store (MCSS)

PRC, Inc.

140 TFW (Colorado ANG)



WAGE DETERMINATION NO: 94-2079 REV (23) AREA: CO,COLORADO SPRINGS

WAGE DETERMINATION NO: **94-2079** REV (23) AREA: CO,COLORADO SPRINGS
 REGISTER OF WAGE DETERMINATIONS UNDER | U.S. DEPARTMENT OF LABOR
 ***FOR OFFICIAL USE ONLY BY FEDERAL AGENCIES PARTICIPATING IN MOU WITH DOL ***
 WASHINGTON D.C. 20210

Wage Determination No.: 1994-2079
 William W.Gross Division of | Revision No.: 23
 Director Wage Determinations| Date Of Last Revision: 05/28/2002

State: Colorado
 Area: Colorado Counties of Cheyenne, El Paso, Kit Carson, Lincoln, Teller

****Fringe Benefits Required Follow the Occupational Listing****

OCCUPATION TITLE	MINIMUM WAGE RATE
Administrative Support and Clerical Occupations	
Accounting Clerk I	11.00
Accounting Clerk II	11.95
Accounting Clerk III	13.44
Accounting Clerk IV	16.94
Court Reporter	13.28
Dispatcher, Motor Vehicle	12.45
Document Preparation Clerk	9.89
Duplicating Machine Operator	9.65
Film/Tape Librarian	9.00
General Clerk I	9.01
General Clerk II	10.14
General Clerk III	11.04
General Clerk IV	12.43
Housing Referral Assistant	15.88
Key Entry Operator I	8.24
Key Entry Operator II	10.42
Messenger (Courier)	9.59
Order Clerk I	9.24
Order Clerk II	10.02
Personnel Assistant (Employment) I	8.76
Personnel Assistant (Employment) II	9.87
Personnel Assistant (Employment) III	12.38
Personnel Assistant (Employment) IV	14.48
Production Control Clerk	14.38
Rental Clerk	10.62
Scheduler, Maintenance	11.68
Secretary I	11.68
Secretary II	13.38
Secretary III	15.88

Secretary IV	17.79
Secretary V	20.41
Service Order Dispatcher	10.09
Stenographer I	10.03
Stenographer II	12.77
Supply Technician	17.14
Survey Worker (Interviewer)	11.55
Switchboard Operator-Receptionist	9.62
Test Examiner	13.38
Test Proctor	13.38
Travel Clerk I	9.59
Travel Clerk II	10.26
Travel Clerk III	10.82
Word Processor I	10.72
Word Processor II	12.14
Word Processor III	13.57
Automatic Data Processing Occupations	
Computer Data Librarian	9.16
Computer Operator I	10.96
Computer Operator II	12.89
Computer Operator III	15.86
Computer Operator IV	16.94
Computer Operator V	17.66
Computer Programmer I (1)	18.83
Computer Programmer II (1)	20.51
Computer Programmer III (1)	25.59
Computer Programmer IV (1)	27.62
Computer Systems Analyst I (1)	23.79
Computer Systems Analyst II (1)	27.62
Computer Systems Analyst III (1)	27.62
Peripheral Equipment Operator	10.97
Automotive Service Occupations	
Automotive Body Repairer, Fiberglass	16.43
Automotive Glass Installer	12.70
Automotive Worker	12.70
Electrician, Automotive	13.50
Mobile Equipment Servicer	11.11
Motor Equipment Metal Mechanic	14.28
Motor Equipment Metal Worker	12.70
Motor Vehicle Mechanic	16.42
Motor Vehicle Mechanic Helper	13.20
Motor Vehicle Upholstery Worker	13.68
Motor Vehicle Wrecker	14.67
Painter, Automotive	15.53
Radiator Repair Specialist	14.59
Tire Repairer	10.67
Transmission Repair Specialist	16.42
Food Preparation and Service Occupations	
Baker	10.44
Cook I	8.65
Cook II	9.89
Dishwasher	7.56

Food Service Worker	7.85	
Meat Cutter	12.40	
Waiter/Waitress	6.74	
Furniture Maintenance and Repair Occupations		
Electrostatic Spray Painter	13.42	
Furniture Handler	10.68	
Furniture Refinisher	14.76	
Furniture Refinisher Helper	11.42	
Furniture Repairer, Minor	13.01	
Upholsterer	14.76	
General Services and Support Occupations		
Cleaner, Vehicles	8.32	
Elevator Operator	8.32	
Gardener	10.85	
House Keeping Aid I	7.11	
House Keeping Aid II	8.32	
Janitor	8.32	
Laborer, Grounds Maintenance	8.92	
Maid or Houseman	7.26	
Pest Controller	11.46	
Refuse Collector	7.23	
Tractor Operator	10.20	
Window Cleaner	9.05	
Health Occupations		
Dental Assistant	13.07	
Emergency Medical Technician (EMT)/Paramedic/Ambulance Driver		12.00
Licensed Practical Nurse I	11.75	
Licensed Practical Nurse II	13.19	
Licensed Practical Nurse III	14.75	
Medical Assistant	9.95	
Medical Laboratory Technician	11.42	
Medical Record Clerk	9.93	
Medical Record Technician	12.22	
Nursing Assistant I	6.82	
Nursing Assistant II	7.65	
Nursing Assistant III	8.36	
Nursing Assistant IV	9.37	
Pharmacy Technician	11.60	
Phlebotomist	10.26	
Registered Nurse I	16.50	
Registered Nurse II	20.17	
Registered Nurse II, Specialist	20.17	
Registered Nurse III	24.42	
Registered Nurse III, Anesthetist	24.42	
Registered Nurse IV	29.26	
Information and Arts Occupations		
Audiovisual Librarian	18.40	
Exhibits Specialist I	15.40	
Exhibits Specialist II	18.69	
Exhibits Specialist III	20.35	
Illustrator I	16.94	
Illustrator II	20.56	

Illustrator III	22.39	
Librarian	18.51	
Library Technician	11.95	
Photographer I	12.16	
Photographer II	15.06	
Photographer III	18.28	
Photographer IV	19.90	
Photographer V	23.48	
Laundry, Dry Cleaning, Pressing and Related Occupations		
Assembler	6.55	
Counter Attendant	6.55	
Dry Cleaner	7.79	
Finisher, Flatwork, Machine	6.55	
Presser, Hand	6.55	
Presser, Machine, Drycleaning	7.07	
Presser, Machine, Shirts	6.55	
Presser, Machine, Wearing Apparel, Laundry	6.55	
Sewing Machine Operator	9.93	
Tailor	8.99	
Washer, Machine	7.11	
Machine Tool Operation and Repair Occupations		
Machine-Tool Operator (Toolroom)	14.70	
Tool and Die Maker	18.33	
Material Handling and Packing Occupations		
Forklift Operator	11.23	
Fuel Distribution System Operator	13.60	
Material Coordinator	14.38	
Material Expediter	14.38	
Material Handling Laborer	9.58	
Order Filler	9.66	
Production Line Worker (Food Processing)	12.40	
Shipping Packer	11.66	
Shipping/Receiving Clerk	11.04	
Stock Clerk (Shelf Stocker; Store Worker II)	10.47	
Store Worker I	8.71	
Tools and Parts Attendant	12.13	
Warehouse Specialist	11.78	
Mechanics and Maintenance and Repair Occupations		
Aircraft Mechanic	16.74	
Aircraft Mechanic Helper	12.24	
Aircraft Quality Control Inspector	17.68	
Aircraft Servicer	13.96	
Aircraft Worker	14.88	
Appliance Mechanic	13.42	
Bicycle Repairer	10.67	
Cable Splicer	17.46	
Carpenter, Maintenance	14.27	
Carpet Layer	15.96	
Electrician, Maintenance	17.95	
Electronics Technician, Maintenance I	19.10	
Electronics Technician, Maintenance II	20.31	
Electronics Technician, Maintenance III	21.52	

Fabric Worker	14.61	
Fire Alarm System Mechanic	17.46	
Fire Extinguisher Repairer	13.63	
Fuel Distribution System Mechanic	17.95	
General Maintenance Worker	13.60	
Heating, Refrigeration and Air Conditioning Mechanic	16.06	
Heavy Equipment Mechanic	15.53	
Heavy Equipment Operator	17.13	
Instrument Mechanic	17.46	
Laborer	9.58	
Locksmith	14.76	
Machinery Maintenance Mechanic	17.46	
Machinist, Maintenance	14.19	
Maintenance Trades Helper	11.42	
Millwright	16.79	
Office Appliance Repairer	15.79	
Painter, Aircraft	17.76	
Painter, Maintenance	13.44	
Pipefitter, Maintenance	17.24	
Plumber, Maintenance	16.51	
Pneudraulic Systems Mechanic	17.46	
Rigger	17.46	
Scale Mechanic	15.56	
Sheet-Metal Worker, Maintenance	16.03	
Small Engine Mechanic	13.88	
Telecommunication Mechanic I	17.90	
Telecommunication Mechanic II	21.81	
Telephone Lineman	17.46	
Welder, Combination, Maintenance	13.89	
Well Driller	16.15	
Woodcraft Worker	17.01	
Woodworker	12.28	
Miscellaneous Occupations		
Animal Caretaker	8.93	
Carnival Equipment Operator	8.12	
Carnival Equipment Repairer	8.64	
Carnival Worker	6.33	
Cashier	7.82	
Desk Clerk	7.93	
Embalmer	16.43	
Lifeguard	7.99	
Mortician	16.75	
Park Attendant (Aide)	10.03	
Photofinishing Worker (Photo Lab Tech., Darkroom Tech)	7.99	
Recreation Specialist	11.90	
Recycling Worker	8.87	
Sales Clerk	7.99	
School Crossing Guard (Crosswalk Attendant)	7.30	
Sport Official	7.99	
Survey Party Chief (Chief of Party)	10.85	
Surveying Aide	7.76	
Surveying Technician (Instr. Person/Surveyor Asst./Instr.)	10.03	

Swimming Pool Operator	10.77	
Vending Machine Attendant	8.78	
Vending Machine Repairer	10.77	
Vending Machine Repairer Helper	8.78	
Personal Needs Occupations		
Child Care Attendant	7.08	
Child Care Center Clerk	10.15	
Chore Aid	7.76	
Homemaker	12.41	
Plant and System Operation Occupations		
Boiler Tender	17.94	
Sewage Plant Operator	16.98	
Stationary Engineer	19.05	
Ventilation Equipment Tender	11.78	
Water Treatment Plant Operator	16.98	
Protective Service Occupations		
Alarm Monitor	9.52	
Corrections Officer	11.68	
Court Security Officer	10.62	
Detention Officer	11.68	
Firefighter	10.62	
Guard I	8.47	
Guard II	11.32	
Police Officer	10.62	
Stevedoring/Longshoremen Occupations		
Blocker and Bracer	15.17	
Hatch Tender	13.19	
Line Handler	13.19	
Stevedore I	12.88	
Stevedore II	15.74	
Technical Occupations		
Air Traffic Control Specialist, Center (2)	28.21	
Air Traffic Control Specialist, Station (2)	19.46	
Air Traffic Control Specialist, Terminal (2)	21.43	
Archeological Technician I	12.14	
Archeological Technician II	15.19	
Archeological Technician III	16.87	
Cartographic Technician	21.63	
Civil Engineering Technician	18.04	
Computer Based Training (CBT) Specialist/ Instructor		20.78
Drafter I	10.90	
Drafter II	15.53	
Drafter III	19.23	
Drafter IV	23.39	
Engineering Technician I	12.89	
Engineering Technician II	14.53	
Engineering Technician III	17.11	
Engineering Technician IV	20.04	
Engineering Technician V	24.48	
Engineering Technician VI	29.62	
Environmental Technician	17.48	
Flight Simulator/Instructor (Pilot)	24.08	

Graphic Artist	19.31	
Instructor	18.66	
Laboratory Technician	14.70	
Mathematical Technician	18.71	
Paralegal/Legal Assistant I	12.42	
Paralegal/Legal Assistant II	15.91	
Paralegal/Legal Assistant III	19.45	
Paralegal/Legal Assistant IV	23.72	
Photooptics Technician	16.14	
Technical Writer	22.32	
Unexploded (UXO) Safety Escort	17.93	
Unexploded (UXO) Sweep Personnel	17.93	
Unexploded Ordnance (UXO) Technician I	17.93	
Unexploded Ordnance (UXO) Technician II	21.70	
Unexploded Ordnance (UXO) Technician III	26.01	
Weather Observer, Combined Upper Air and Surface Programs (3)		15.20
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ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: \$2.15 an hour or \$86.00 a week or \$372.67 a month

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 5 years, 4 weeks after 15 years, and 5 weeks after 25 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: A minimum of ten paid holidays per year: New Year's Day, Martin Luther King Jr.'s Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4.174)

THE OCCUPATIONS WHICH HAVE PARENTHESES AFTER THEM RECEIVE THE FOLLOWING BENEFITS (as numbered):

- 1) Does not apply to employees employed in a bona fide executive, administrative, or professional capacity as defined and delineated in 29 CFR 541. (See CFR 4.156)
- 2) APPLICABLE TO AIR TRAFFIC CONTROLLERS ONLY - NIGHT DIFFERENTIAL: An employee is entitled to pay for all work performed between the hours of 6:00 P.M. and 6:00 A.M. at the rate of basic pay plus a night pay differential amounting to 10 percent of the rate of basic pay.
- 3) WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of

basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

HAZARDOUS PAY DIFFERENTIAL: An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordnance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordnance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activities involving propellants or explosives. Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving regrading and cleaning of artillery ranges. A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordnance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and hauling of ordnance, explosive, and incendiary ordnance material other than small arms ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordnance, explosives, and incendiary material differential pay.

**** UNIFORM ALLOWANCE ****

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$3.35 per week (or \$.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

**** NOTES APPLYING TO THIS WAGE DETERMINATION ****

Source of Occupational Title and Descriptions:

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations," Fourth Edition, January 1993, as amended by the Third Supplement, dated March 1997, unless otherwise indicated. This publication may be obtained from the Superintendent of Documents, at 202-783-3238, or by writing to the Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402. Copies of specific job descriptions may also be obtained from the appropriate contracting officer.

REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE {Standard Form 1444
(SF 1444)}

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C)(vi)} When multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).
- 2) After contract award, the contractor prepares a written report listing in order proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.
- 3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).
- 4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.
- 5) The contracting officer transmits the Wage and Hour decision to the contractor.
- 6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper. When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.



Collective Bargaining Agreement

Between

DATA MONITOR SYSTEMS, INC,

And

LABORERS' INTERNATIONAL UNION OF NORTH AMERICA,
AFL-CIO-CLC COLORADO LABORERS DISTRICT COUNCIL,
and its affiliate LOCAL NO. 578

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PREAMBLE

THIS AGREEMENT is entered into by and between Data Monitor Systems, INC. (hereinafter referred to as the company) and COLORADO LABORERS' DISTRICT COUNCIL of the LABORERS' INTERNATIONAL UNION OF NORTH AMERICA, AFL-CIO- CLC and its affiliate LOCAL 578 (hereinafter referred to as the Union) for purpose of:

1. Promoting efficient and economical contracts operations.
2. Establishing minimum wages scales, rates of pay, hours of employment, and other regulations/conditions of employment.
3. Establishing a method for prompt and equitable disposition of grievances.
4. Providing orderly collective bargaining relations.

Whenever the words "employee" or "employees" are used in this Agreement, they designate only such employees as are covered by this Agreement.

The use of masculine or feminine gender or titles in this agreement shall be construed to include both genders and not as any sex limitation.

The Company shall provide a copy of this Agreement to the Contracting Officer at the Government Installation where this Agreement is applicable. A copy of the letter of transmittal shall be provided to the Union.

ARTICLE I RECOGNITION

1.1 Union Recognition: The company hereby recognizes the Union as the sole and exclusive bargaining agent for all employees classified as General Clerk II, BITC/PSC Lead, Document Security Lead, and Messenger Couriers working out of the Employer's Postal Service Center, Document Security Department, Base Information Transfer Center, Activity Distribution Office, as it's Peterson Air Force Base Locations, excluding all other employees, office clerical employees, professional employees, guards, Administrative Communications Officer, Contract Manager, and supervisors as defined in the NLRA.

(A) The Company shall not displace any assigned employees' position classification or wages by use of management personnel, when qualified bargaining unit personnel are available.

1.2 Company Recognition: The Union hereby recognizes the Company as federal contractor who, as federal contractor, is bound by federal labor standards (Service Contract Act) which demand adherence to mandated requirements for wages, fringe benefits, employment, safety, equal opportunity, and affirmative action. Where this agreement does not specifically address an issue or item related to payment of wages and benefits, the Service Contract Act shall take precedence.

ARTICLE II UNION SECURITY AND MEMBERSHIP

2.1 Union Membership as Condition of Employment: All employees shall, as a condition of employment, become and remain members in good standing for the full term of this agreement. Failure to comply with this requirement shall be a cause for discharge of the employee, upon written notification to the employer, by the Union, that an employee has failed to tender the appropriate dues and fees uniformly imposed upon all employees in the bargaining unit.

(A) Notification by Company: The Company shall notify prospective applicants that union membership is required and shall supply the employee and application form for membership at the time applicant is provided with an employment application. This form will to be supplied to the Company by the Union.

(B) Effective Date of Membership: New employees shall become members of the Union not later than the 31st day of their employment. Failure to comply with this requirement shall be a cause for discharge of the employee, upon written notification to the Employer, by the Union that an employee has failed to tender the appropriate dues and fees uniformly imposed upon all employees in the bargaining unit. For present employees, such payments shall commence no later than the thirty-first (31st) day of their employment.

2.2 Termination of Employees for not Maintaining Union Membership: Any employee failing to maintain his/her membership in good standing by not tendering union dues and fees shall be subject to termination seven (7) calendar day's after written notice by the union.

(A) Upon request by the Union, or not less often than quarterly, the Company shall provide the Union with a list of all Bargaining Unit Employees, which contains each employee's anniversary date of hire, classification and most current address and telephone number.

(B) The Union will provide written notification to each employee in violation of this requirement, advising their employment will be terminated by the Company at the end of seven (7) calendar days unless the employee resolves the delinquent amount. A copy of the notice will be provided to the Company.

(C) If the violation is not resolved by the seventh calendar day, the Union, shall notify the Company in writing to terminate the employee, at the conclusion of the next scheduled work shift.

2.3 Deduction of Union Dues the Company:

(A) Deduction Requirement: It shall be the obligation of the Company to honor check-off cards signed by individual employees and to deduct from the employee's

paychecks the initiation fees and monthly dues established by the Constitution and Bylaws of the Union.

(B) Deduction Based upon Signed Authorization:

- (1) It is understood and agreed between the Union and the Company, Union dues will be deducted from each employee's payroll check upon receipt of a valid authorization signed by the respective employee. Prospective applicants will be notified of this requirement at time of application.

(C) Effective Date Of Deductions:

- (1) Deductions shall commence with the employee's first payroll check after completion of the thirtieth (30th) day of employment. Thereafter, dues will be deducted on each pay period.

- (2) Dues Deduction Scheduled: Union dues are set by the Union, therefore, the Union will advise the Company of the dues amount to be deducted monthly for each bargaining unit member. In the event the dues contribution rate changes, the Union will notify the Company at least thirty (30) calendar days prior to the effective date of such changes.

2.4 Transmittal of Monies to the Union: Using a remittance form supplied by the Union, all dues, initiation fees, deducted from bargaining unit employees pay, by the Company shall be mailed to the Union no later than the 10th of the month.

2.5 Company to Notify Union Changes in Employee Information: Along with the remittance of fees and union dues, the Company shall provide the Union with the following:

- (A) New Hires: Within seven calendar days of hiring, the Company shall provide the Name, Address, social security number, work scheduled, and date of hire.

- (B) Separated Employees: Immediately upon termination, the Company shall provide by fax transmission for each employee, their full name, social security number, classification(s) worked in, separation date, and reason for separation (if known).

2.6 Leaves of Absence: Payment for membership dues shall not be required as a condition of employment during leaves of absence without pay in excess of thirty (30) days. Maintenance of membership dues during any non-pay leave status shall be the employee responsibility.

2.7 Dues collected from Separated Employees: In the event of separation from employment, there shall be no obligation upon the Company to collect dues until all other deductions have been made.

2.6 Union to Indemnify Company: The Union agrees to indemnify and save harmless against any claim, suits, judgments or liabilities of any sort whatsoever arising out of the Company's compliance with the provisions of this Union Security and Membership Article.

ARTICLE III HOURS AND OVERTIME

3.1 Work schedules:

(A) Scheduling to Reflect Service Requirements: Sufficient personnel will be scheduled to accomplish normal contractual requirements for service, as amended by prior Government notice. Because of changing Government requirements, scheduled work hours will not be guaranteed. However, unless verbally notified not to report to work in accordance with his work scheduled, employee will be provided with a minimum of 2 continuous hours of work or payment thereof at his regular rate of pay.

3.2 Payment of Full Shift if Employee Injured: An employee injured on the job during working hours, shall receive the rest of the day off without loss of pay, provided the injuries are such that a doctor orders the employees not return to work. If the employee returns to work on the same day, the employee, will be compensated for all hours.

3.3 Breaks and LUNCH PERIOD: Breaks will be in accordance with the following scheduled, and shall depend upon work constraints, and scheduling by of the immediate supervisor. Break times may vary depending on work schedule.

AM: Fifteen (15) minutes
PM: Fifteen (15) minutes

(A) Smoke breaks will be in keeping with the rules and regulations of the Customer, and will be confined to the two fifteen (15) minute breaks listed above.

(B) Lunch Period: One (1) hour.

3.4 Overtime hours: Overtime is defined as all hours worked in excess of forty (40) hours per calendar week (Sunday through Saturday), and ten hours in the shift.

(A) Overtime shall be paid at the overtime rate of 1.5 times (x) the base rate of the classification worked.

(B) Overtime to be Authorized: No overtime will be worked except by prior direction of the proper supervisory personnel of the Company, except in case of emergency and when prior authority cannot be obtained.

(C) Equitable Distribution of Overtime: Overtime shall be distributed among the employees qualified to performed the work necessitating overtime and within the appropriate crew or shift as equitably as practicable. Overtime lists must be made available to shop stewards upon request. The company will give as much notice of

overtime as practicable. The company will post a list for all employees to voluntarily sign up for overtime. If sufficient employees do not volunteer for overtime, the Company may direct and distribute mandatory overtime equally as is reasonable.

3.5 Recall of Regular Employees Outside of Scheduled Shift: A regular employee who has completed his shift, has left the job site and is thereafter called for work at any time prior to two (2) hours before his next scheduled shift: (a) will be provided with two (2) hours of work or the equivalent in pay at the applicable rate, and (b) paid for travel time one way from their residence or domicile.

3.6 Training Pay: The Company agrees to pay each employee for all time spent in training classes or seminars the Company requires an employee to attend.

(A) Cross training opportunities shall be offered equally to all interested employees.

ARTICLE IV CLASSIFICATIONS AND WAGES

4.1 Labor Classifications and Descriptions: Shall be in accordance with Appendix "A".

4.2 Wages Rates:

(A) Employees shall be paid, wages, premiums and benefits in accordance with the schedule of wages identified as Appendix "A".

(B) When the Federal Government (Department of Labor), Agency or Company creates any new classification for work performed by the bargaining Unit, the Company shall meet with the Union to negotiate an appropriate rate of pay. The Union shall assist and the Company shall submit to the Agency Contracting Officer, the Standard Form, (SF) 1444, Request for Authorization of Additional Classification and Rate.

4.3 Employment on a Hourly Basis Only: The Company shall employ and compensate bargaining unit members on an hourly basis only.

4.4 Miscellaneous Wage Conditions:

(A) Work Hour Records: Hours actually worked will be recorded to the nearest quarter of an hour. Any fraction of an hour worked by an employee shall be rounded to the nearest fifteen – minute increment, at the conclusion of the work week. If an employee works seven (7) minutes or less, the time will be rounded back to the previous quarter hour. If the employee works eight (8) minutes or more, the time will be rounded up to the next quarter hour.

(B) Payroll Procedures:

(1) Payroll periods: The Company will establish semi-monthly payroll periods, (24 pay periods per year). The first period of each month will start on the 1st and end on the 15th. The second period of each month will start on the 16th and end on the last day of the month.

(2) Paydays: Paydays shall be regularly established and no later than 5 calendar days after the close of each payroll period. For pay periods after the end of each month, the payday shall be no later than the 5th of the month. For pay periods ending on the 15th the pay day shall be no later than the 20th.

(a) It is agreed the Company will publish and post for all employees a yearly "Payroll Schedule" which provides advance notice of all scheduled paydays, meeting the requirements of subsection 4.4(B)(2) above.

(3) Distribution of Paychecks: Paychecks will be distributed to employees on the scheduled pay day. When payment is made by electronic funds transfer, the same "regularly established payday" schedule is applicable.

(C) Employment Start Date: An employee's date of hire will be the first day that the employee reports for work, for the company or any predecessor company.

(D) Payroll Check Discrepancies: The Company agrees to maintain the integrity of the payroll system and to issue payroll checks, which are complete and accurate. If an error is discovered after issuance of the payroll check to an employee, the Company agrees to adjust an employee's payroll check for any shortage in the payment of hourly wages, within forty eight hours (two working days) of notification.

4.5 Rates of Pay for Task Performed: If an employee performs different kinds of work in classifications with different hourly rates, he shall be paid the hourly rate established for the type of work actually performed.

ARTICLE V UNIFORM ALLOWANCE

5.1 Description: If required by the SCA or Contract with the Government the Company will provide steel-toed boots and wash and wear uniforms to be replaced at the discretion of the supervisor due to normal wear and tear, at no expense to the employees.

ARTICLE VI HOLIDAYS

6.1 Holidays to be Observed: Shall be in accordance with Appendix A.

6.2 Eligibility for Holiday Pay: Employees shall receive holiday pay along with their regular pay when it is required that an employee work on any recognized holiday.

(A) Full-time employees shall be entitled to all paid holidays as identified in Appendix "A". Part time employees will be entitled to a pro rata share of holiday pay determined by the number of hours worked in the period.

(B) Holidays as identified in Appendix "A" will be observed as non-work days. When such holidays as determined fall on a Saturday and the activity except those required to operate during holiday periods, may be closed to public business on preceding Friday, or the succeeding Monday, in lieu of such holidays, than such Friday or Monday shall be deemed to be a holiday.

(C) Ability to Work: Temporary absences for bona fide illness, injury, or vacation shall not prevent the payment of this benefit.

6.3 The holiday pay for a full-time employee (works 40 hours per week or more) will be eight (8) hours of holiday pay for each holiday.

6.4 The holiday pay for a part-time worker (works less than 40 hours per week) will be a prorated portion of eight (8) hours holiday pay for each holiday. Proration will be based upon hours paid the previous calendar week (Sunday through Saturday) which occurs prior to the holiday.

6.5 All holiday hours will be paid at the employee's regular wage rate. If an employee works at more than one pay rate, the holiday is paid at a prorated average of all base rates worked.

ARTICLE VII SICK LEAVE

7.1 Employees shall be entitled to accrue sick leave at the employee's regular rate of pay. Sick leave will accrue at the rate of two (2) hours per pay period for full time employees.

(A) A part-time worker (works less than 40 hours per week) will receive a prorated portion of the two hour sick leave accrual. Proration will be based upon hours paid for the pay period.

7.2 Unused sick leave shall be utilized at the employee's option. A maximum of five (5) days or forty (40) hours may be carried over into the next work year starting on October 1 of each year. Any accrued but unused sick leave hours in excess of five days will be forfeited without compensation to the employee.

ARTICLE VIII VACATIONS

8.1 Description: Vacation benefits are accrued and vested to each employee on their anniversary date of hire with the company or with any predecessor contractors. Employees

will receive two (2) weeks paid vacation after one (1) year of service with the Employer or successor; three (3) weeks after five (5) years and four (4) weeks after fifteen (15) years.

8.2 Eligibility for Vacation Benefits: An employee shall be eligible for and accrue vacation benefits if he has been continuously employed for at least one year since his initial date of hire or anniversary date of hire, as appropriate. Length of service includes the whole span of continuous service with the Company and with any predecessor contractor(s).

8.3 Vacation Benefits Levels: In accordance with Appendix A and the Service Contract Act, Health and Welfare benefits will be maintained on all hours paid, when Article IX, 9.1 (A) Option 1, is in effect.

8.4 Scheduling of Vacations: In April of each year, the Company will provide a schedule which will afford the employees the opportunity to indicate on the schedule their desired preference period(s) of vacation dates.

(A) Vacations: Vacations will be granted at times most desired by employees in order of their seniority within their work scheduled, but the final right to decide belongs to the Company in order to assure the orderly operation of its business. Therefore, the Company will determine the maximum number of employees that will be allowed to be on vacation at any one time.

(B) Except in case of emergency, a vacation period once assigned will not be canceled by the company except with Agreement of the employee.

(1) Should an employee vacation be cancelled by the Employer; the Employer agrees to compensate the employee for all bona fide costs in rescheduling (e.g. plane tickets, hotels, etc.) or canceling the vacation. Bona fide costs, means all costs represented by receipt or invoice.

(2) Subsection (B)(1) above, shall not apply if these costs or expenses are not borne by the Government, or determined not to be reimbursable to the Company by the Government. Such denial shall be submitted to the Union.

8.5 Payment of Vacation Pay:

(A) Rate of Pay: Vacation pay will be paid at the employees' current wage rate in effect at the time the employee's vacation is taken.

(B) Scheduling of Vacations: Vacations shall be subject to normal scheduling requirements. An employee may request permission to take a vacation one-week at a time, and the company will grant the request if consistent with the Company's scheduling requirements.

(C) Payment Date of Vacation Pay: Vacation pay shall be paid on the paycheck during the applicable payroll period the vacation is taken.

(D) Payment of unused Vacation: Unused accrued vacation shall be used by the employee no later than the employee's next anniversary date, or paid for on the applicable pay period.

8.6 Vacation Benefits for Terminated Employee (Voluntary Quit or Discharge):

(A) Payment of Accrued Vacation Balance: An employee, who upon termination, has worked at least one year shall be paid all accrued vacation hours on balance since his anniversary date less any vacation hours taken prior to separation of employment.

ARTICLE IX HEALTH AND WELFARE AND PENSION

9.1 The Company agrees to provide all employees covered by the terms and conditions of this agreement with a Health and Welfare program or shall obligate the Health and Welfare benefit rates in accordance with the options and terms stated below:

(A) Option 1: The company shall contribute to the Colorado Laborers' Health and Welfare Fund for each employee in the bargaining unit, after each has completed their probationary period, the amount set forth in Appendix "A".

(1) Any employee retained beyond the probationary period, the Health and Welfare contribution will be paid, retroactively on all hours paid from the employee's date of hire.

(B) Option 2: Where the majority of employees are in agreement, the employer may pay in cash the Health and Welfare hourly rates as stipulated in Appendix "A".

(1) Majority shall be defined as fifty (50) percent of the full time employees plus one (1).

(2) At employee majority determination, or application of a new Company successor service contract with the Agency, option (2) of this Article IX, terminates.

9.2 For the purpose of this Article, "regular hours worked", when section 9.1(A) of this Article is in effect, means all hours required to be paid to the employee by the employer, including overtime worked, vacation hours, sick pay hours and holiday hours paid by the Company.

9.3 Pension: The Company shall contribute for each hour worked, on behalf of each employee, covered by this Agreement the amount as set forth in Appendix "A" to the Colorado Laborers' & Professional Employees Pension or shall obligate the Pension benefit rate in accordance with the options and terms stated below:

(A) Option 1: The Company shall contribute to the Colorado Laborers' & Professional Employees Pension Fund for each employee in the bargaining unit.

(B) Option 2: Where the majority of employees are in agreement, the employer may pay in cash the Pension benefit rates as stipulated in Appendix "A".

(1) Majority shall be defined as fifty (50) percent of the full time employees plus one (1).

(2) At employee majority determination, or application of a New Company successor service contract with the Agency, option (2) of this Article IX, 9.3 terminates.

ARTICLE X ADMINISTRATIVE LEAVE

10.1 Definition: All Administrative leaves shall be for a specific period of time approved by the Company.

10.2 General Policy:

(A) All administrative leaves shall be for a specific period of time approved by the company.

10.3 Request Procedures: The Procedures for requesting and granting Administrative Leave are the same as for requesting normal vacation. Except for medical leave, administrative leave may be granted if workload and other authorized absences of other employees allow the temporary absence of the requester.

10.4 Medical Leave of Absence.

(A) Employee Notification to Company: When an employee becomes aware that he/she is, or will become, temporarily disable from working any medical reason, the employee must promptly advise the Company. Such notice must be in writing, must state the medical condition that prevents the employee from working, and provides the anticipated commencement date and duration of the disability.

(B) Company Right to Verify Medical Status: The Company may required periodic verification of the employee's ability to work at no cost to the employee. For example, The employee may be directed to be examined by a doctor designated by the Company.

(C) Misrepresentation: Any misrepresentation of leave request or disability will be grounds for discharge.

10.5 Absence Due to Military Service/Training.

(A) Military Service.

(1) An employee who is a member of the United States Military Reserve or National Guard may take up to two weeks unpaid leave of absence to participate in required annual military training. Employees may elect to use earned vacation time for this purpose.

(2) The company grants extended unpaid leaves of absence to all employees who are inducted into the armed forces of the United States as required law.

(B) Military Training. An employee who is a member of a military reserve unit and who is required to participate in active duty training will be granted a leave of absence without pay for the period of absence.

(C) Employee to request leave. Administrative leaves must be requested in writing and submitted to the Company at least thirty (30) working days notice prior to reporting date, if possible.

10.6 Return to Work After an Authorized Leave of Absence.

(A) An employee who has been on an authorized leave of absence shall be permitted to return to work within seven (7) calendar days after the Company receives written notice that the employee wishes to return to work. The Company will then attempt to place the employee in either their original position or another position suitable to the experience, talents, and abilities of the employee.

(B) When returning from medical leave of absence and before being scheduled for work, an employee will be required to submit a signed doctor's clearance for returning to work and/or to undergo a medical examination by a physician designated by the Company. Such examination, if required, will be paid for by the Company.

10.7 Effect Upon Employee Rights and Benefits: The employee shall not forfeit any rights or benefits under this agreement accrued prior to administrative leave of absence. However, the employee shall not accrue any rights or benefits during such leave except as otherwise provided by law.

10.8 Jury Duty: Employees may be granted a leave of absence for jury duty. Employees will be paid for leave for jury duty where required by applicable law. The employee will pay to the company any compensation received from the court and equal to the employee pay for said jury duty (excluding Per Diem and Travel).

ARTICLE XI SHIFT DIFFERENTIAL

11.1 All hours worked between the hours of 7:30 p.m. and 5:00 a.m. will receive a shift differential of \$.50 per hour, in the event that the Government or Company modifies the contract to include shifts.

ARTICLE XII GENERAL CONDITIONS

12.1 Probationary Period:

(A) Every new or rehired employee shall be on probation for the first sixty (60) calendar days of employment or reemployment.

(B) At any time during such initial probationary period, an employee may be discharged for any reason. Such employee so discharged shall not have the right to file a grievance or have recourse to the grievance procedure.

12.2 Company Obligation to Safety: The Company agrees to provide proper safety appliances and equipment to safeguard the health and safety of all employees and to observe all Federal and State laws regarding working conditions.

12.3 Injury Preventing Employee from Completing Shift: Any employee, injured while working on a job which results in his inability to continue his shift, per written doctor's report, shall be paid for the whole shift, regardless of the fact that he is unable to complete the shift.

12.4 No Strike – No Lock-Out:

(A) General Provisions: During the term of this Agreement, there shall be no strike, picketing, slowdown, work stoppage, sympathy strike or refusal to report to work by the Union or any employee. Likewise, there shall be no lockout by the Company during the term of this Agreement. These no-strike provisions shall be broadly construed to prohibit all strikes by employees, regardless of the reason for the strike.

(B) Company Response to Violations: The Company reserves the right to discharge or otherwise discipline any employee taking part in any violation of this Agreement.

(C) Repeal of No Strike-No Lock-Out: The No strike – No Lock-Out provisions of this Agreement shall stand invalidated if either the Company or the Union.

(1) Fails to submit to the Grievance Procedures:

- (2) Fails to submit to Binding Arbitration; or
- (3) Fails to abide by any decisions reached through Binding Arbitration.

(C) Exemption Regarding Fringe Benefits: Exempted from the foregoing provisions of this Article (No-Strike-No-Lock-Out) are all disputes relating to the Company who is signatory to this agreement, and the Company timely filing of fringe benefit reports or the payments or collection of fringe benefit contributions.

(1) Where the Company has exercised the cash payment option(s) for Health and Welfare or Pension benefits, subsection (C) above, shall not apply.

12.5 Subcontracting.

(A) Prohibition. The Company and the Union agree not to use any leasing or subcontracting device to evade the terms of this Agreement.

12.6 Equal Employment Opportunity/ Affirmative Action.

(A) Statement of Nondiscrimination. Both the Company and the Union shall not discriminate against any employee or applicant for employment or union membership because of race, color, religion, sex, or national origin, disability, or veteran status.

(B) Sexual Harassment & Discrimination. Will not be tolerated in any form and is grounds for immediate termination for cause.

(C) Affirmative Action Plan. Reference Company Employee Policy Letters for Affirmative Action Plan.

12.7 The Company's Policy Letters are to be referenced for such issues as; Drug-Free Workplace, Employment Administration, Performance, Review, Promotions, Transfers, Reassignment, Attendance, Vehicles, Credit Cards, Corporate Property, Security, and Smoking Policy.

ARTICLE XIII HIRING OF EMPLOYEES

13.1 Job Vacancy Announcements: The Employer may elect to contact the Union Office and give the Union an Opportunity to recommend qualified employees to be hired. The Union shall endorse any requirements for hiring employees who would be trainees under federal controls.

13.2 Selection of applicants for referral to or for employment on jobs, shall be on a nondiscriminatory basis and shall not be based on or in any way affected by, Union

Membership, by laws, rules, regulations, constitutional provision, or any other obligation or aspect of Union membership, policies or requirements.

(A) Notification: Available job openings will be posted by the Company on the bulletin board located at the job site. Vacancies may be filled temporarily by the Company until a permanent employee can be selected. Temporary filling of positions shall not exceed 30 calendar days.

(B) Company to be the Sole Judge of Qualifications: Any employee who applies and is qualified for those positions shall not be denied due consideration for such openings. The Company shall be the sole judge of the qualifications of its employees, but shall give full consideration to seniority, qualifications, and experience to the members of the Bargaining Unit.

13.3 Right of Part-Time Employees to Full-time Vacancies: Employees employed for less than full-time shall have the opportunity to be reassigned to full-time employment where openings exist prior to the employment of new employees. Such part-time employees shall make known their request to the Company in writing. The request shall be considered void if the employee refuses an opportunity by the company to fill a full-time position covered by this Agreement.

13.4 Individual Contracts Prohibited: No employee shall be compelled or allowed to enter into any individual contract or agreement with the Company concerning any conditions of employment contained herein.

13.5 Unauthorized Absences: Any absence not expressly authorized by this Agreement or by the Company shall be considered unauthorized. An absence will also be considered unauthorized if the employee fails to comply with any conditions stated in this Agreement or in the written authorization. Unauthorized absences, except in the case of medical disability or injury, will be considered for disciplinary action under the provisions of Article XVI, Discipline.

ARTICLE XIV HEALTH AND SAFETY

14.1 Safety in the Workplace

(A) Safety Equipment. All Required Safety equipment shall be furnished by the Company at no cost to the employee

(B) Employee Responsibility for Safety. It is the responsibility of every employee to keep clean and safe their work area. Employees shall report any safety hazard to their immediate supervisor and the Union Shop Steward.

14.2 Medical Examination: Employees entering the service of the company may be required to take a physical examination and/or drug test as specified by the Company. Any time thereafter, an employee may be subjected to further physical examinations or drug

tests during the course of his employment or recall to service after layoff or leave of absence. All such examinations will be paid for by the Company.

ARTICLE XV SENIORITY

15.1 Definition: Seniority shall be based upon the length of continuous service, with previous, present and succeeding Employer, according to the Employer's and the Union's records, as an important factor to be considered by it in shift assignments, promotions, demotions, lay-offs and recalls after lay-off with the company.

15.2 Seniority Lists.

- (A) The Company and the Union will establish a seniority list for all employees employed in the bargaining Unit at the time of the signing of this Agreement.
- (B) Seniority lists will be based upon official records of the Union, the Company, any predecessor contractors, and applicable federal agencies.
- (C) Revised lists will be published by the Company for posting every six (6) months.
- (D) Not later than fifteen (15) days prior to the expiration of the Company's federal contract, the Company shall furnish the Union and Contracting Officer a list of all employees together with their dates of hire and the dates their last vacation pay was paid by the Company.

15.3 Application of Seniority:

(A) Work Schedules. General Policy.

- (1) Employees shall have the right to select available work schedules by seniority in job assignments for which they are qualified, competent, and capable of performing.
- (2) Senior employees shall have preference of full-time duty positions at their assigned facility at all times if equal distribution of work among employees of the same labor classification is not possible.

(3) Filling of Permanent Position Vacancies:

- (a) Definition: A "permanent position vacancy" is defined as duty position established by the Company as the result of new contract requirements or the permanent vacancy of a current position by the previously assigned worker. A position may become vacant due to

separation of employment, death, transfer to another duty position, or other reasonable circumstances.

(B) Procedure:

(1) An announcement to fill a position vacancy will be posted on the bulletin board at the Information Supervisor's Office. It shall remain posted for a minimum period of seven (7) calendar days.

(2) Those Employees desiring to bid on the position will indicate their desire in the space provided on the position vacancy announcement.

(3) After the posting period has expired, the Information Supervisor will remove the notice and select a permanent worker for the position based upon the following criteria:

(a) Qualified and competent to perform the work.

(b) Seniority.

(C) The selection of a permanent replacement will be performed in sufficient time to allow scheduling of the new worker within seven (7) calendar days following closure of the notice.

(D) The selectee will be notified and offered the position.

(E) If the new position is accepted by the selectee, the selectee surrenders all rights to a previous position effective with the first date of work in the new position. If the new position is a promotion to a higher paid classification covered by this agreement, the employee shall be on probation for the first thirty days of employment in the new classification. During the probationary period, if the Company has just cause to remove the employee from the new position, the Company will return the employee to the former position, without loss of seniority.

15.4 Loss of Seniority. An employee shall lose his seniority upon his retirement, resignation or discharge for just cause.

(A) An employee will be considered to have resigned if:

(1) He fails to report to work on the day following expiration of an authorized leave of absence, unless failure to report is due to conditions recognized by the Company to be beyond the control of the employee and he reported such conditions as soon as possible.

(2) He fails, while on laid-off, upon notice from the Company that work is available, to report the Company for work as soon as practicable, but not later than five (5) work days and provided that the employee notifies the

Company within three (3) calendar days of such notice that he will return to work within the five day period;

(3) Is on a leave of absence for an off-the-job accident exceeding one (1) year unless an extension is jointly agreed to by the Company and the Union; or

(B) The Company fulfills its obligations under this section by sending notice by telegram or by certified letter to the last known address of the employee. It is the obligation of the employee to keep the Company informed of his current address and telephone number.

ARTICLE XVI DISCIPLINE

16.1 Basic Principles: The Union and the Company agree that:

- (A) No employee shall be disciplined without just cause.
- (B) Employees have the right to request the Union Shop Steward to be present at any investigatory meeting that might reasonably lead to disciplinary action.
- (C) All disciplinary actions may be appealed through the grievance procedure.

16.2 Discharge of New Employees: During the first sixty (60) calendar days of employment, any employee may be discharged without cause, without prior notice, and without recourse to the grievance procedure.

ARTICLE XVII GRIEVANCE AND ARIBITRATION

17.1 Definition of Grievance: For the purpose of this Agreement, the term "grievance" means any dispute between the Company and the Union or between the Union and the Company and one or more of its employees regarding the interpretation, application or violation of the terms and provisions of this Agreement. Grievances must be resolved in accordance with the following procedure.

- (A) The time limits specified in the grievance procedure will not be waived unless agreed to in writing by the Union and the Company.

Step 1: The employee concerned, shall seek to settle the dispute in a discussion with their immediate supervisor.

Step 2: If the dispute is not resolved in Step 1, it shall be reduced to writing by the employee outlining the specific nature of the grievance. The grievance in this form must be submitted to the Company, and Union Representative within seven (7) calendar days from the date of the act giving rise to the grievance. The Company will make its response known within five (5) working days of the date the grievance was submitted in writing.

Step 3: If the dispute is not resolved in the second step, the Union Representative shall promptly meet with the Employers Representative in an effort to resolve the dispute. If the grievance is not satisfactorily resolved within a reasonable time, not to exceed ten (10) working days, after such meeting between the employer and the Union, the matter shall be disposed of by the procedures outlined in section 17.2 or 17.3 of this Article.

17.2 Mini-Arbitration

(A) The parties may be in agreement to conduct the arbitration as a mini-arbitration rather than a full, regular arbitration. If mini-arbitration is jointly agreed to, the following rules shall apply:

- (1) The arbiter shall be selected from the local community and agreed upon by both parties.
- (2) The arbiter shall hold a hearing within ten (10) working days of selection.
- (3) The arbiter shall have no power to add to, subtract from, disregard, alter or modify any terms and/or provisions of the agreement.
- (4) No lawyers or other outsiders shall participate.
- (5) Only evidence or witnesses relied upon in lower steps of the procedure may be presented to the arbiter (except that the arbiter on his own discretion may request additional evidence or witnesses).
- (6) The arbiter shall render a written decision within 48 hours and is encouraged to render an oral decision at the end of the hearing. The decision shall be final and binding on all parties.

17.3 Arbitration

(A) Any grievance not resolved satisfactorily by operation of the complete grievance procedure outlined in section 17.1 of this Article, may be submitted to final and binding arbitration at the option of either party to this Agreement.

(B) Representatives of the Union and the Company shall meet within five (5) working days after one (1) party has notified the other of intent to arbitrate in order to select a neutral arbiter. If the parties should fail to agree upon a neutral arbiter,

they shall request the Federal Mediation and Conciliation Service to provide a list of five (5) arbiters from which they will select the arbiter by alternately striking one (1) name from the list. The arbiter whose name remains on the list after four (4) names have been struck shall be designated as the arbiter. If the parties cannot agree to the contrary, the winner of a flip of a coin shall strike first. The arbitration hearing will be held within thirty (30) work days after the incident that gave rise to the dispute, unless the parties agree mutually to extend the time limit.

(C) It shall be the function of the panel arbiter to make a decision in the case presented for resolution only. The arbiter shall have no power to add to, subtract from, disregard, alter or modify any terms and/or provisions of the agreement. The decision of the arbitrator shall be final and binding upon the Employer, the Union and the employees.

(D) The fees and expenses of the arbiter as well as expenses incurred, if any, relative to a meeting place for the arbitrator hearing shall be shared equally by the Employer and the Union. All other expenses shall be born by the party incurring them. Failure to abide by the time limitations set in this Article will render the grievance waived and abandoned. Each hearing shall take place in the Colorado Springs area.

ARTICLE XVIII UNION BUSINESS

18.1 Rights of Union Representatives:

(A) Access to Job Sites: The Union Representative will have access to all job sites covered by this Agreement to discharge their duties as the employee's representative. Such access is subject to Government restrictions regarding access and advance notice of such visits to the Company's information Supervisor and Information Manager.

(B) Employees Interview during Work Hours: The Union Representative shall be allowed to interview an employee during the employee's working hours only when this cannot be accomplished during the employee's off-hours and as long as it does not prevent the completion of the employee's work.

(C) Privacy: Managers and Supervisors shall respect the privacy of any Union Meetings.

18.2 Shop Stewards:

(A) No more than one (1) Union Shop steward per facility location, shall be selected and designated by the Union from the bargaining unit. The Company shall be notified in writing of the Steward's selection.

(B) The shop steward shall not interfere with the management of the business or direct any work employee, but may advise the Company's Information Supervisor and any participating employees of any actual or perceived violations of the Agreement.

(1) The duties of the steward shall be limited to on-the-job observation to assure all provisions of the Agreement are adhered to by both parties of the agreement. These duties shall include:

- (a) contacting new employees to advise them of the need to join the Union after their union probationary thirty (30) days,
- (b) checking other employees to assure they maintain their "good standing" in the Union, and
- (c) assisting employees in the initial steps of the Grievance Procedure as defined in Article 17.

(C) The union steward shall be allowed one (1) hour per calendar week to conduct Union business as defined in this Article.

(1) The Union Steward time for activities as described above, shall be subject to approval by Management and shall not prevent the Steward from completing their regular work assignment for the shift.

18.3 Investigating of Complaints by Shop Steward: Shop Steward shall have the right to investigate complaints and assist employees in the initial steps of the informal Grievance process, relating to specific terms of this Agreement at their regular job location on the Company's time, up to a total of thirty (30) minutes per day, providing such investigation does not prevent the employee from completing his/her regular work during the regular hours.

18.4 Shop Steward Assisting in Union Business: The Union may request, upon seven (7) calendar days' advance notice to the Company, any shop steward to assist in other Union business provided both the Company and the Union agree to the request. These absences shall be unpaid unless the shop steward elects to request the use of available vacation credit to compensate him/her for this time away from work. These absences shall not exceed seven (7) calendar days in any calendar year without written approval from the company.

18.5 Telephone Access: To the extent allowed by the government, a telephone will be made available to the Shop Steward for the purpose of communicating with the Union. Such calls will be placed at no cost to the Company.

18.6 Union Bulletin Board: The Company shall provide bulletin board space at each facility for use by the Union.

ARTICLE XIX MANAGEMENT RIGHTS

19.1 Management Rights: Subject to the Express limitations of this agreement and restrictions imposed by applicable statutes, the Company has the inherent, traditional and unqualified right to manage its business.

19.2 Specific Rights: Management rights include, but are not be limited to, the following:

- (A) Hiring, suspension, transfer, promotion, demotion, and disciplining of employees.
- (B) Maintaining good order, discipline, and efficiency.
- (C) Laying off, terminating or otherwise relieving employees of duty.
- (D) Establishing and changing work schedules and assignments.
- (E) Eliminating, changing, or consolidating jobs.
- (F) Directing the methods and processes of performing work tasks.
- (G) Introducing new and/ or improved work methods or equipment.
- (H) Determining starting times, quitting times, number of hours to be worked, and the workweek.
- (I) Establish and amend rules and regulations, which the Company deems necessary for the conduct of its business.
- (J) Require compliance with the Company rules and regulations found in the Company's Policy Letters and including, but not limited to, non-discrimination, sexual harassment, Affirmative Action, Smoking, and Drug Free Workplace. Standard Business Practices and the Code of Federal Regulations takes precedence over this Collective Bargaining Agreement where this agreement does not specifically address a specific issue or item.

ARTICLE XX SEPARABILITY

20.1 Regarding Clauses of Contract that May be Disputed by Law: It is the belief of the Company and the Union that all clauses and provisions of this Agreement are lawful. However, if any portion of this Agreement is determined by a court or proper governmental agency to be in contravention to any State or Federal law, only that portion of the Agreement shall be invalidated. The remainder of the Agreement shall remain in full force and effect.

20.2 Renegotiating Invalidated Text: Where rulings allow the revision of invalidated text, the Company and the Union may agree to confer in order to revise such text in order to comply with the court or government agency decision.

ARTICLE XXI FINAL AGREEMENT

21.1 Right and Opportunity to make demands and proposals During Negotiations: The company and the Union acknowledge that, during the conduct of the negotiations that have resulted in this Agreement, each has had the unlimited right and opportunity to make demands and proposals with respect to any subject or matter not removed by law from the area of collective bargaining except as expressly provided otherwise herein. Furthermore, this Agreement is the product of the exercise by both parties of this right and opportunity.

21.2 No Obligation Engage in Collective Bargaining During the Term of This Agreement: Unless expressly provided for in this Agreement, the company and the Union, for the life of this Agreement, voluntarily and unconditionally waive the right to bargain collectively with respect to any subject matter- whether or not specifically referred to or covered in this Agreement. This waiver applies even though such subject or matter may not have been within the knowledge or contemplation of either or both of the parties at the time they negotiated and/or signed this Agreement.

21.3 Changes Required by Government Regulation:

(A) Union Cooperation: The Union agrees to cooperate with the Company in all matters required by the United States Government, and the Union recognizes that the terms and conditions of the Agreement are subject to certain sovereign priorities which the United States Government may exercise.

(B) Changes to be Negotiated: The Company and the Union will negotiate changes at a convenient time and place, if changes are directed by the Agency.

21.4 This Agreement, when accepted by the parties here to and signed by the respective representatives thereunto duly authorized, shall constitute the sole agreement between them involving the employees covered by this Agreement. Any alteration or modification of this Agreement must be in writing.

APPENDIX "A"

WAGE CLASSIFICATION

HOURLY RATE OF PAY

	10-1-01	10-1-02	10-1-03
GENERAL CLERK II	\$ 9.29	\$ 9.68	\$10.09
MESSENGER (COURIER)	\$10.92	\$11.38	\$11.87
DOCUMENT SECURITY LEAD	\$11.22	\$11.70	\$12.19
BITC/PSC LEAD	\$11.22	\$11.70	\$12.19
FRINGE BENEFITS:			
PENSION	\$.39	\$.70	\$ 1.01
HEALTH AND WELFARE (H&w)	\$ 2.17	\$ 2.42	\$ 2.67

RECOGNIZE HOLIDAYS: 10 DAYS PER YEAR

NEW YEAR'S DAY
 WASHINGTON'S BIRTHDAY
 MEMORIAL DAY
 INDEPENDENCE DAY
 M.L. KING'S BIRTHDAY

LABOR DAY
 VETERAN'S DAY
 THANKSGIVING DAY
 CHRISTMAS DAY
 COLUMBUS DAY

VACATION: 2 WEEKS AFTER 1 YEAR
 3 WEEKS AFTER 5 YEARS
 4 WEEKS AFTER 15 YEARS

Colorado Laborers District Council

DATA MONITOR SYSTEMS, INC

 Felix Trujillo, Jr
 Business Manager
 Colorado Laborers, District Council

 Douglas D.C. Smith
 Vice President &
 General Manager

 Date

 Date

 Gilbert Ortiz
 Business Manager
 Laborers' Local 578

 Date

PAST PERFORMANCE QUESTIONNAIRE

1. IDENTIFICATION:

a. Company’s Name (completing this questionnaire):

b. Contractor’s Name (company being evaluated):

c. Contract Number: _____

d. Evaluator’s Name/Title (completing this questionnaire) to include address, and telephone number:

e. Contract Type (check all that apply):

<input type="checkbox"/>	Firm Fixed Price	<input type="checkbox"/>	Cost Plus Award Fee
<input type="checkbox"/>	Fixed Price Incentive	<input type="checkbox"/>	Cost Plus Incentive Fee
<input type="checkbox"/>	Other (list type)	<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	

f. Period of Performance: _____

g. Total Dollar Value: _____

h. Brief Description of Contracted Item(s) or Service(s): _____

2. INSTRUCTIONS FOR COMPLETION: Please respond to the following questions regarding the contractor's past performance. For all ratings, please provide a narrative explanation of how the contractor exceeded your requirement or how the contractor failed to meet your requirement. For evaluation purposes, we intend to use the following rating system from the DoD Guide to Collection and Use of Past Performance Information, dated May 1999:

- **Unsatisfactory/Very High Performance Risk.** Based on the offeror's performance record, extreme doubt exists that the offeror will successfully perform the required effort.
- **Marginal/High Performance Risk.** Based on the offeror's performance record, substantial doubt exists that the offeror will successfully perform the required effort.
- **Satisfactory/Moderate Performance Risk.** Based on the offeror's performance record, some doubt exists that the offeror will successfully perform the required effort. Norma contractor emphasis should preclude any problems.
- **Very Good/Low Performance Risk.** Base don the offeror's performance record, little doubt exists that the offeror will successfully perform the required effort.
- **Exceptional/Very low Performance Risk.** Based on the offeror's performance record, no doubt exists that the offeror will successfully perform the required effort.
- **Unknown Performance Risk.** No performance record identifiable.

a. Please rate the contractor's organizational support structure and their ability to provide an adequate span of control and supervision.

☐ Exceptional ☐ Very Good ☐ Satisfactory ☐ Marginal ☐ Unsatisfactory ☐ Unknown

Narrative:

b. Please rate the contractor's ability to recruit and retain quality, qualified personnel.

☐ Exceptional ☐ Very Good ☐ Satisfactory ☐ Marginal ☐ Unsatisfactory ☐ Unknown

Narrative:

c. Please rate the contractor's ability to provide personnel with the requisite security clearances.

☐ Exceptional ☐ Very Good ☐ Satisfactory ☐ Marginal ☐ Unsatisfactory ☐ Unknown

Narrative:

d. Please rate the overall effectiveness of the contractor's security program.

☐ Exceptional ☐ Very Good ☐ Satisfactory ☐ Marginal ☐ Unsatisfactory ☐ Unknown

Narrative:

e. Please rate the contractor in terms of numbers and quality of personnel, and their ability to perform contract requirements.

☐ Exceptional ☐ Very Good ☐ Satisfactory ☐ Marginal ☐ Unsatisfactory ☐ Unknown

Narrative:

f. Please rate the contractor's ability to perform innovative or highly complex tasks.

☐ Exceptional ☐ Very Good ☐ Satisfactory ☐ Marginal ☐ Unsatisfactory ☐ Unknown

Narrative:

g. Please rate the contractor's ability to respond to short- or no-notice emergencies.

☐ Exceptional ☐ Very Good ☐ Satisfactory ☐ Marginal ☐ Unsatisfactory ☐ Unknown

Narrative:

h. Please rate the contractor's effectiveness in managing and resolving problems.

☐ Exceptional ☐ Very Good ☐ Satisfactory ☐ Marginal ☐ Unsatisfactory ☐ Unknown

Narrative:

i. Please rate the contractor's overall compliance with contract terms and conditions.

☐ Exceptional ☐ Very Good ☐ Satisfactory ☐ Marginal ☐ Unsatisfactory ☐ Unknown

Narrative:

j. Please rate the contractor's responsiveness to contract changes.

☐ Exceptional ☐ Very Good ☐ Satisfactory ☐ Marginal ☐ Unsatisfactory ☐ Unknown

Narrative:

k. Please rate the contractor's management of GFE/GFP (i.e., inventory and tracking, etc.).

☐ Exceptional ☐ Very Good ☐ Satisfactory ☐ Marginal ☐ Unsatisfactory ☐ Unknown

Narrative:

l. Please rate the contractor's ability to provide Operation and Maintenance of near real-time mission critical systems.

☐ Exceptional ☐ Very Good ☐ Satisfactory ☐ Marginal ☐ Unsatisfactory ☐ Unknown

Narrative:

m. Please rate the contractor in terms of general system maintenance.

☐ Exceptional ☐ Very Good ☐ Satisfactory ☐ Marginal ☐ Unsatisfactory ☐ Unknown

Narrative:

n. Please rate the contractor in terms of communications system support.

☐ Exceptional ☐ Very Good ☐ Satisfactory ☐ Marginal ☐ Unsatisfactory ☐ Unknown

Narrative:

o. Please rate the contractor in terms of data network support.

☐ Exceptional ☐ Very Good ☐ Satisfactory ☐ Marginal ☐ Unsatisfactory ☐ Unknown

Narrative:

p. Please rate the contractor in terms of open systems workstation and server support.

☐ Exceptional ☐ Very Good ☐ Satisfactory ☐ Marginal ☐ Unsatisfactory ☐ Unknown

Narrative:

q. Please rate the contractor in terms of help desk support.

☐ Exceptional ☐ Very Good ☐ Satisfactory ☐ Marginal ☐ Unsatisfactory ☐ Unknown

Narrative:

r. Please rate the contractor in terms of small computer support.

☐ Exceptional ☐ Very Good ☐ Satisfactory ☐ Marginal ☐ Unsatisfactory ☐ Unknown

Narrative:

s. Please rate the contractor's ability to provide voice systems support.

☐ Exceptional ☐ Very Good ☐ Satisfactory ☐ Marginal ☐ Unsatisfactory ☐ Unknown

Narrative:

t. Please rate the contractor's ability to provide information management support.

☐ Exceptional ☐ Very Good ☐ Satisfactory ☐ Marginal ☐ Unsatisfactory ☐ Unknown

Narrative:

u. Please rate the contractor's ability to provide video systems support

☐ Exceptional ☐ Very Good ☐ Satisfactory ☐ Marginal ☐ Unsatisfactory ☐ Unknown

Narrative:

v. Please rate the contractor in terms of cable installation and maintenance.

☐ Exceptional ☐ Very Good ☐ Satisfactory ☐ Marginal ☐ Unsatisfactory ☐ Unknown

Narrative:

3. Please check either "yes" or "no", and if possible provide a narrative explanation to the following questions:

a. Has the contractor ever been given a cure notice, a show-cause notice, a suspension of payment, or had a claim denied? ☐ Yes (please explain)

☐ No

Narrative:

b. Based on your judgment of the contractor's performance, would you award the contractor another Government contract?

☐ Yes (please explain)

☐ No

Narrative:

c. What were the contractor's strong points, if any, and what did you like best about their performance?

Narrative:

d. What were the contractor's weak points, if any, and what did you like least about their performance?

Narrative:

e. Please rate the overall consistency and reliability of the contractor's performance.

☐ Exceptional ☐ Very Good ☐ Satisfactory ☐ Marginal ☐ Unsatisfactory ☐ Unknown

Narrative:

f. Please rate overall customer satisfaction with the contractor's performance.

☐ Exceptional ☐ Very Good ☐ Satisfactory ☐ Marginal ☐ Unsatisfactory ☐ Unknown

Narrative:

Quality Assurance Surveillance Plan

For

Communication Support Services

At

**21st Communications Squadron,
Peterson AFB, Colorado**

Contract #:

Coordinate:

_____ **Date** _____
Chief Quality Assurance Evaluator (CQAE)

Coordinate:

_____ **Date** _____
Quality Assurance Director (QAD)

Approval:

_____ **Date** _____
Contracting Officer

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1. OVERVIEW

1.1. Purpose. The purpose of this plan is to identify the methods and procedures the government will use to insure it receives the services under contract as identified in the Performance Thresholds in the Statement of Work (SOW). This plan will focus on the level of performance required by the SOW, not the methodology or process.

1.1.1. Intent. The intent of this plan is to rely on the contractor's quality control, changing the government's role from "oversight" to "insight."

2. DESCRIPTION OF SERVICES

2.1. Program Overview. The 21st Communications Squadron enhances space support by providing support and services to the 21st Space wing (SW), its tenants and its units worldwide. The 21st SW is the host unit on PAFB supporting the communications and information management requirements of the Peterson Complex. This Complex includes the North American Aerospace Defense Command (NORAD), United States Space Command (USSPACECOM), Air Force Space Command (AFSPC), Schriever AFB, Cheyenne Mountain Air Force Station, and other subordinate organizations of the 21SW.

The 21st Communications Squadron is responsible for providing personnel assigned to NORAD, USSPACECOM, AFSPC, Schriever AFB, and Cheyenne Mountain Air Force Station.

2.2. Scope of Work. The Contractor shall provide non-personal services in support of the mission of the 21st Communication Squadron, Peterson Air Force Base (PAFB), Colorado. These services consist of: Network Control Center (NCC) Help Desk, MILSTAR Operations, Land Mobile Radio and Frequency Management, Telephone Operations, Information Management, Publications Management, and Visual Information Services, related support functions associated with the above services, and, advice and assistance to Air Force and DoD Civilian Personnel in areas of responsibility under this Quality Assurance Surveillance Plan (QASP).

These services shall be performed on a 24-hour-a-day, 7-day-a-week basis or as specified in Section One of the Statement of Work (SOW). All services shall meet the requirements of the SOW. The contractor shall also interface with other contractors or government agencies in support of issues dealing with this contract.

2.3. Contract. The contract type is Firm-Fixed Price. Inspection of Services clause 52.246-4 applies.

3. ORGANIZATIONAL STRUCTURE

Network Control Center (NCC) Help Desk	QAE
MILSTAR Operations	QAE
LMR and Frequency Management	QAE
Telephone Operations	QAE
Information Management	QAE
Publication Management	QAE
Visual Information Services	QAE
Quality Program	QAS

CONTRACT QUALITY REQUIREMENTS

4.1. Quality Program. The Contractor's Quality Program Requirements are defined in Section Four of the SOW. The Contractor shall establish, through an independent function, a quality program, which shall encompass all aspects of the contract. The Contractor shall implement the quality program in accordance with the Quality Program Plan (QPP).

5. SURVEILLANCE APPROACH

5.1. Purpose. This section details the method(s) used to verify contractor compliance with SOW requirements. The key elements of this process are the contractor's quality program and government identified Performance Objectives. The Performance Objectives dictate the minimum inspection requirement the government must accomplish. This Quality Assurance Surveillance Plan (QASP) provides the procedures on how to conduct these evaluations.

5.2. Surveillance Approach. To facilitate the surveillance of the contractor's quality program, quality assurance personnel will verify contractor compliance with designated Performance Objectives. Quality assurance personnel consist of the Functional Commander (FC), Senior Quality Assurance Evaluator (SQAE), Quality Assurance Evaluators (QAEs) and the Quality Assurance Specialist (QAS). The specific procedures to be followed in verifying the Performance Objectives are delineated in this plan. The intent of the surveillance approach is to gain confidence in the contractor's ability to provide satisfactory services and then adjusting the level of oversight to a point that maintains that confidence. This surveillance approach is subject to change based on the contractor's performance.

5.3. Annual Review. Quality assurance personnel must review QASP Performance Objectives, assess their applicability and recommend the addition or subtraction of Performance Objectives as conditions warrant. This review must be accomplished annually as a minimum.

5.4. Special Audits. Quality assurance personnel must be alert to conditions that would warrant a special quality audit. Any time quality assurance personnel observe that a functional area is out of acceptable tolerance or that the technical expertise is not available at the site, a request for a functional area quality audit should be addressed to the Chief, Quality Assurance Flight (21 LG/LGPQ).

5.5. Surveillance Folders. A surveillance folder must be developed and maintained by each individual who is assigned to accomplish Contract Quality Assurance (CQA) for a Performance Objective. The folder is typically contained in a hard copy or on a computer database provided there is adequate backup of the data to preclude accidental loss. The surveillance folder must contain the following sections and may contain other sections or information that the folder owner finds useful.

5.5.1. Section 1. QUALITY ASSURANCE SURVEILLANCE PLAN (QASP) and AWARD FEE PLAN.

5.5.2. Section 2. CONTRACTOR'S QUALITY PROGRAM PLAN (QPP).

5.5.3. Section 3. ACTIVITY LOG. A chronological log of actions taken in the accomplishment of CQA assigned Performance Requirements. The purpose of this log is to provide a brief synopsis of an inspection or contractor provided services or a meeting/conversation with the contractor regarding SOW performance in a given functional area. Documentation that supports activity log entries is maintained in the RECORDS section of the surveillance folder.

5.5.4. Section 4. CONTRACT. The portion of the contract that applies to the functional area(s) of the surveillance folder, e.g., SOW chapters, directive document references, pertinent terms defined by the contract, equipment listings, etc.

5.5.5. Section 5. APPOINTMENT LETTERS. QAE appointment letters and the CO's Letter of Delegation to the FC.

5.5.6. Section 6. RECORDS. A section used for filing all documentation associated with CQA, e.g., AF Form 799, discrepancy reports (both active and resolved), correspondence, letters of interpretation from the CO and ACTIVITY LOG support documents.

5.6. Deficiency Identification. Effective contract surveillance relies on two methods for identification of unacceptable performance – Contractor Identified Discrepancies (CIDs) and Government Identified Discrepancies (GIDs).

5.6.1. Contractor Identified Discrepancies (CIDs). CIDs are generated when contractor employees detect discrepancies during performance of routine daily services or through the contractor's Quality Program. When CIDs are reviewed by the Government through records inspections, the Government will take the following actions.

5.6.2. Review corrective actions taken by the contractor to resolve a discrepancy.

5.6.3. Determine whether the discrepancy has been corrected. If the discrepancy has been resolved, the Government will review the corrective action taken and any applicable procedures the contractor has established to preclude recurrence of the problem.

5.6.4. Document the discrepancy as well as the contractor's corrective action in the monthly Certificate of Service (COS).

5.6.5. If a CID has not been resolved and the contractor has established an Estimated Completion Date (ECD) for resolution of the discrepancy, the Government will monitor the contractor's efforts in resolving the discrepancy. Additionally, the discrepancy will be noted in the COS until such time as the discrepancy has been closed. If the QAE determines that the estimated completion date for resolution of the discrepancy is excessive, based on the nature of the discrepancy, the QAE will notify the QAS. The QAS will evaluate the QAE recommendation to determine the appropriate course of action.

5.6.6. If a CID has not been resolved and the Government determines that the contractor has not established an ECD for resolution of the discrepancy or has failed to perform a follow-up action for resolution of a discrepancy, the Government will issue a Contract Performance Evaluation Report (AF Form 370). The contractor will be given a suspense date to provide corrective action to the Government's findings and describe the contractor's plan to preclude repeat deficiencies.

5.7. Government Identified Discrepancies (GIDs). GIDs are generated as a result of the Government's inspection of contractor performance that results in noncompliance with contractual requirements. The Government will address a GID by issuing an AF Form 370. The contractor will be given a suspense date to provide corrective action to the Government's findings and describe the contractor's plan to preclude repeat deficiencies.

6. FORMS.

6.1. AF Form 370. Used by quality assurance personnel to document contract requirement nonconformance and the subsequent corrective action taken. A computer-generated form may be used provided the information on the form remains the same.

6.1.1. The individual identifying the nonconformance is responsible for completing the form.

6.1.2. Block 4 must clearly state the details of the nonconformance followed by a reference to the associated contractual requirement. The contractual reference must state the portion of the contract, part, section, paragraph and subparagraph and must make a brief, but complete, quotation of the contract reference. When applicable, add a statement requiring the contractor to identify the cause of the deficiency and provide corrective action to prevent recurrence of the deficiency.

6.1.3. A suspense date for the contractor's reply must also be in Block 4, typically this would be 10 working days from the date of nonconformance.

6.1.4. A control number must be clearly annotated above Block 3 and must be labeled as the control number for this form. The control number will be made up of the first two letters of the name of the site, the last two digits of the calendar year, and a three digit number starting with 001 and progressing upward through the calendar year.

6.1.5. Personnel completing the AF Form 370 must sign in Block 5 and the issuing official (FC) signs in Block 6. Each annotates the date at the time of signature. In the case of Quality Auditors, the QAS will sign in Block 5 and the issuing official in Block 6.

6.1.6. Forward a copy of the completed AF Form 370 to the 21 LG/LGPQ contract QAS.

6.1.7. Upon review of the contractor's reply, the issuer of the AF Form 370 completes Block 8. Make a statement as to any follow-up that may have been performed to verify contractor's statements. Provide the completed form to the FC/SQAE (for filing in the surveillance folder RECORDS section) and to the 21 LG/LGPQ contract QAS.

6.1.8. The FC/SQAE provides a response to the contractor indicating the status of the issue. i.e., closed or requiring further corrective action.

6.1.9. The FC/SQAE will elevate any deficiency reports that cannot be resolved with the contractor to the QAS for resolution.

6.2. AF Form 799. The AF Form 799 is an official government record of inspections of critical operations requirements. The minimum recording requirements are those Performance Objectives identified in this QASP.

6.2.1. The AF Form 799 is completed as follows:

6.2.1.1. Contract No. – self-explanatory.

6.2.1.2. Contract Requirement – functional area of inspection, if always the same area, just fill in the first block on each page.

6.2.1.3. Contract Paragraph Number - enter the contract paragraph number of the critical operational requirement.

6.2.1.4. Method of Surveillance – if inspections were conducted in accordance with the QASP, enter "IAW QASP." If the inspection method deviated from the procedures of the QASP, indicate what inspections were completed.

6.2.1.5. Date Accomplished – self-explanatory.

6.2.1.6. Where Accomplished – enter location where inspections were accomplished. If always the same, one entry in the first block of each page will suffice.

6.2.1.7. Compliance – enter the results of the inspection. If applicable, list control number(s) of any AF Form(s) 370.

6.2.1.8. At the bottom of each completed form, the QAE who conducted the inspection will print or type the statement "Inspection conducted by (Name), (Grade)" followed by a signature.

6.2.1.9. Completed AF Forms 799 will be maintained in the QAE surveillance folder until such time as they are stored in the contract surveillance file. At the completion of the contract, the FC will contact the CO for disposition instructions of the surveillance records.

7. REPORTING REQUIREMENTS

7.1. QAE Inputs to the FC/SQAE. The QAE is required to report detailed results of Performance Objective verifications to the FC/SQAE on a monthly basis. The FC/SQAE will compile QAE inputs in the COS that includes an overall performance rating (satisfactory or unsatisfactory), identified discrepancies (regardless of who identified the discrepancy) and QAE comments. The completed COS shall be submitted to the CO within 5 calendar days of the start of each month.

8. Performance Objectives. The following is a list of the contractual Performance Objectives to be validated by quality assurance personnel. Each Performance Objective includes a

government-determined Performance Threshold and the resource that is used to perform the verification, i.e. QAE, MQAE, or QAS. The Performance Objectives are arranged according to the functional area they are associated with. Functional areas not listed were omitted because they did not have Performance Objectives identified as critical. Surveillance of a functional area that does not have a specific Performance Objective identified will be accomplished through surveillance of the contractor's quality program.

Performance Objectives

A. Performance Objective: Manning of the CCC Help Desk. The service provider shall operate the NCC Help Desk/Maintenance Control. (para 1.4.2).

Performance Threshold: Operate on 24 hour a day, 7 days a week basis. 95 percent of the C4 and priority problems will be monitored, recorded, tracked, and closed within defined times as listed in the 21 CS OI 33-2.

Method of Surveillance: Monthly measurement, the QAE shall ensure that 95 percent of the C4 and priority problems are monitored, recorded, tracked and closed within defined times listed in the 21 CS OI 33-2

B. Performance Objective: Operations of Terminal and Facility. The service provider shall operate and maintain the MILSTAR/AFSAT terminal and facility. (para 1.6.8).

Performance Threshold: Maintain a 99.57 percent operational availability rate.

Method of Surveillance: Monthly, the QAE will review and verify the operational availability rate provided by the service provider.

C. Performance Objective: Updates on Outages. MILSTAR/AFSAT operations shall provide the NCC with updates on all pending outages. (para 1.6.14).

Performance Threshold: The service provider shall provide updates every 30 minutes until the open job is closed, or is deferred by the user..

Method of Surveillance: Daily, the QAE shall ensure updates on all pending outages are provided within 30 minutes until the open job is closed or deferred.

D. Performance Objective: On call Radio Personnel. The service provide shall provide a qualified on call radio technician for PWCS, LMR, and GBR. (para 1.7.2 and 1.8.1).

Performance Threshold: The service provider shall provide an on call technician 24 hours a day, 7 days a week. Phone response time shall be within (1) hour.

Method of Surveillance: Weekly, the QAE will ensure there is an on call technician

E. Performance Objective: Routine Location Photography. The service provider shall provide Routine Location Photography Support. (para 1.12.23).

Performance Threshold: The photographers shall be present no later than 15 minutes prior to the requested time.

Method of Surveillance: Weekly, the QAE will ensure that the photography support is provided for Routine requests to ensure performance threshold is met.

F. Performance Objective: Duty Hour Alert (exercise) and Non-Duty hour Alert (exercise) Photography Support: The service provider shall provide Duty Hour/Non-Duty Hour Alert (exercise) photography support. (para 1.12.33 and 1.12.34)

Performance Threshold: The service provider shall provide support 24 hours a day, 7 days a week. Response is within 15 minutes during normal duty hours, and within 1 hour during non-duty hours, unless otherwise directed by the commanding officer.

Method of Surveillance: Weekly, the QAE will ensure that the photography support is provided for Routine requests to ensure performance threshold is met.

G. Performance Objective: Alert Photography Support. The service provider shall provide Alert Photography Support. (para 1.12.31)

Performance Threshold: The service provider shall provide Alert Photography 24 hours a day, 7 days a week. Response is within 15 minutes during normal duty hours, and within 1 hour during non-duty hours, unless otherwise directed by the commanding officer.

Method of Surveillance: Weekly, the QAE will ensure the alert photography support is provided to ensure performance threshold is met.

H. Performance Objective: Communications Center Access Roster: The service provider shall update the access roster monthly and post in the BCC within 5 working days of each month (para 2.4.7.2.2).

Performance Threshold: 100% Compliance.

Method of Surveillance: Monthly, the QAE will ensure performance threshold is met.

I. Performance Objective: Complete Repairs of Land Mobile Radio (LMR) Equipment (In- House). The service provider shall complete in-house repairs of LMR equipment. (para 4.10.3.1).

Performance Threshold: All in-house repairs for LMR to be completed within 5 workdays of request for service.

Method of Surveillance: Monthly, the QAE will review in-house repairs for LMR to ensure performance threshold is met.

J. Performance Objective: Complete Repairs of Land Mobile Radio (LMR) Equipment (Depot). The service provider shall complete Depot repairs of LMR equipment (para 4.10.3.1).

Performance Threshold: All repairs for LMR sent to Depot to be completed within 12 workdays of request for service.

Method of Surveillance: Monthly, the QAE will review in-house repairs for LMR to ensure performance threshold is met.

K. Performance Objective: Command Center Audio-Video Support. The addition of new CCAV equipment. (para 13.6.1.1.1)

Performance Threshold: Establish a Preventive Maintenance Inspection (PMI) schedule for newly received CCAV equipment and include item on the master PMI listing through the Contracting Officer.

Method of Surveillance: Monthly, the QAE will review the master PMI listing to ensure performance threshold is being met.

9. Other Inspection Items. The following items are not included in the Service Delivery Summary (SDS). However, these items have been determined by quality assurance personnel as requiring periodic surveillance.

9.1. Quality System Compliance. The QAS will evaluate the contractors quality system semiannually through review of quality records and interview of contractor personnel involved in the quality system. The quality system will be considered satisfactory if the following are met:

- a. Quality Control System: Ensure the QC system has been developed and is maintained by evaluating the following:
 1. Interview Contractor QC personnel and review sufficient inspection records to ensure that the QC system encompasses all functions and requirements of the contract and satisfies the requirements in the Inspection of Services clause while keeping the Contractor's management staff informed of all issues affecting quality. (SOW para 4.2.2.1)
 2. Review inspection records for the nature and number of observations made, number and type of deficiencies found, and the nature of corrective actions taken as appropriate. (SOW para 4.2.2.2)
- b. Quality Assurance (QA) Program: Ensure complete implementation and conformance.
 1. Interview Contractor QA personnel, using the QPP as a reference, to determine if the QA program is separate from a QC program and that it ensures the government's interests are protected. Check to see that QA personnel perform independently of site technical management and that they have sufficient well-defined responsibility, authority, and organizational freedom to identify and

evaluate quality issues in order to initiate, recommend, and provide solutions.
(SOW para 4.2.3.1)

2. Review records of audits, inspections and tests supporting operation of the QA program. (SOW para 4.2.3.2)
3. Review deficiency responses for timely, effective corrective actions and cause of deficiency. (SOW para 4.2.3.3.2).
4. Review monthly QSRs to ensure content and distribution. (SOW para 4.2.3.3)
5. Review contractor audit, inspection and test procedures/instructions to ensure contract requirements are met, that they prescribe activities in clear, complete and concurrent instructions, include specific criteria for acceptance/rejection of services and that on-site Government representatives are notified of changes to inspection instructions. (SOW para 4.2.7)

Not more than three minor findings and zero major findings shall exist, which were not identified by the quality program per award fee period. Not more than three minor deviations from documented quality procedures are identified per award fee period. All scheduled inspections per award fee period are completed on time or documentation exists to show why the inspections could not be accomplished and how the inspections were rescheduled. Inspections will not slip original schedule by more than 3 weeks when within the contractors control.

Major Finding:

- 1) The failure to achieve a Performance Threshold, or
- 2) Trends or single incidents having a detrimental effect on mission or on a contractor operated functional area's efficiency and effectiveness, or
- 3) Any situation that is likely to result in hazardous, unsafe, or non-compliant conditions for any government resource, or
- 4) A failure to provide adequate corrective actions to preclude reoccurrence of identified findings, or
- 5) A failure to complete corrective actions in a timely manner for identified findings, or

Minor Findings:

Any findings that does not meet the criteria of a Major Findings.